MONITOR

Supervisor Express

Product Manual

www.monitorbm.com

Monitor Express Product Manual

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Monitor Business Machines Ltd.
31a Normanby Road,
Mt Eden, Auckland 1024,
NEW ZEALAND

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Product Overview

Monitor's Express application is a multi-purpose self-service kiosk application that can be configured to support the following functionality:

- Add value to a Supervisor Net account using notes, coins, EFTPOS and credit cards
- Dispense cards
- Dispense casual tickets with optional expiry dates
- Launch other applications
- Display a configurable welcome message or advertising
- Ability to re-skin the application (Using Microsoft WPF) to conform to the operating environment
- Provides a calculator to help the user decide how much to add to their account to use various services

Express is suited for situations such as:

- Replacing aging autoloader fleets with a more user friendly, multi-functional alternative
- Self service situations such as a library or copy shop

It allows user to buy a Card or Ticket that can be used to purchase services, such as photocopying and printing, controlled by Monitor's Supervisor Net transaction management solution. The user can also reload the card or ticket by depositing any value using either cash and coin, or EFTPOS.

Each Card or Ticket represents an account within Supervisor Net.

The user swipes the Card or enters the number printed on the Ticket to access services, up to the value they purchased or re-loaded.

Requirements

Express is a kiosk software application that is designed to work with the following components:

- A touch-screen kiosk, with a screen resolution of 1024x768.
- Express is designed to run at 96 DPI.
- A server running Supervisor Net 6.4.0 or later.
- 1 x EFT registration license.
- Microsoft Windows XP or later.
- Microsoft .NET Framework 4.0
- 50MB free hard drive space.
- 1GB RAM.
- EFTPOS client software, supplied by your bank, installed on the computer. (If EFTPOS or credit card reload is required) *
- EFTPOS terminal. (If EFTPOS or credit card reload is required) *

It is assumed that the above components are installed and working before the installation of Express.

* This manual does not cover the installation of the EFTPOS system and is based on Express version 3.0.1

Compatible Transactional Hardware

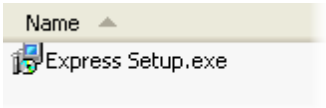
Compatible Transactional Hardware to the Express software include (but not exclusive to):

- AL7000 Interactive Kiosk
- GBA ST1 Note Acceptor
- ICT A7 Note Acceptor
- MUNZ EMP 890 Coin Acceptor
- NP-2411D Serial Receipt Printer

Installation Notes

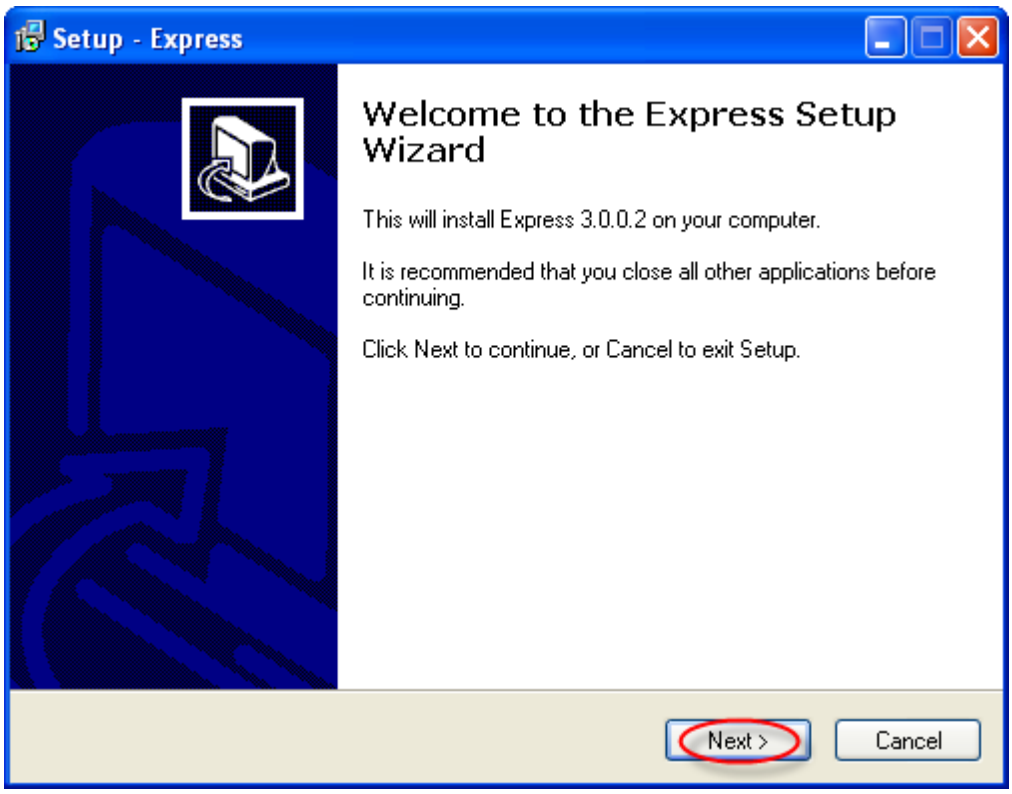
Ensure you have installed the prerequisites described in the *Requirements* section.

Express is distributed as an executable installer, typically called *Express Setup.exe.*

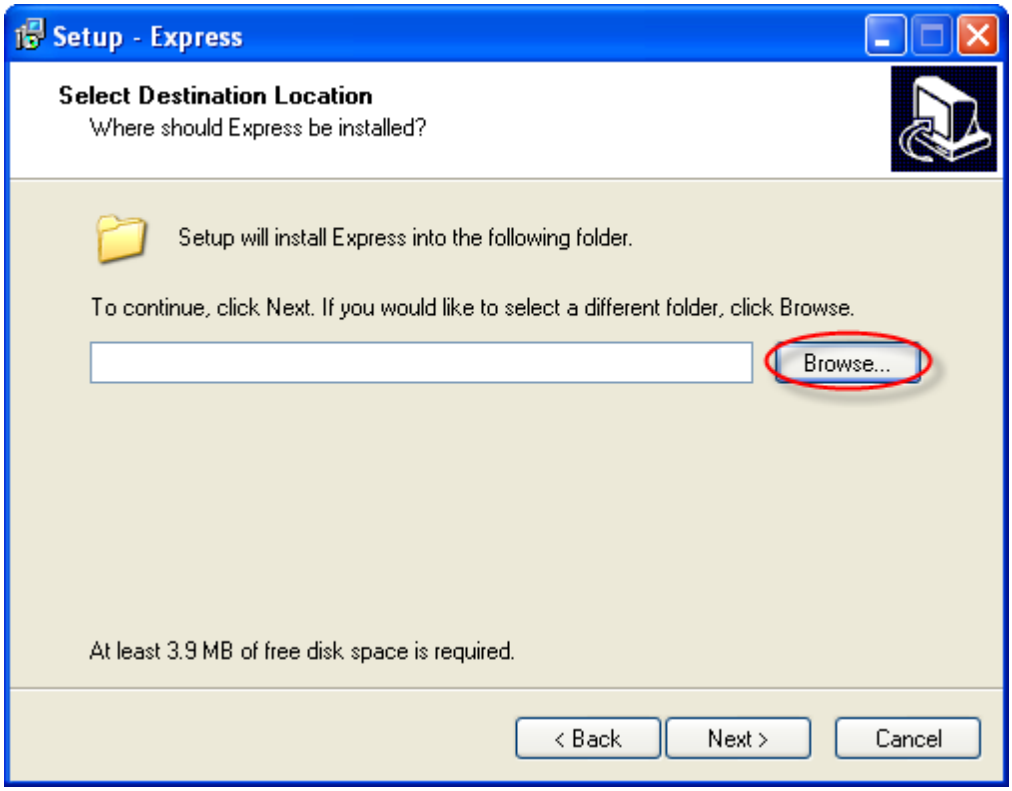


You can either install the application on each kiosk, or install it on a central server and access it through a network drive. If you intend to run Express from a central server, it is recommended that you choose a shared path that the client machines can access read-only. The administrator on the server will require read/write access to allow saving the configuration.

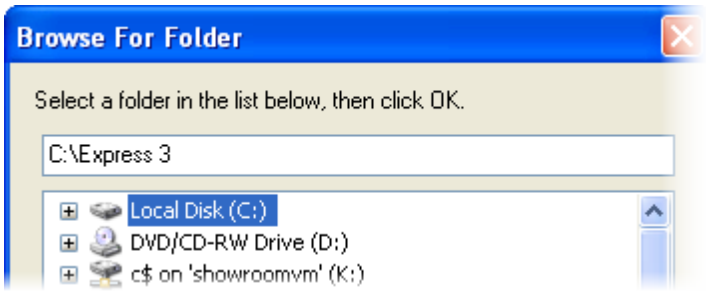
1. When you run or double click on the installer you will be lead through the installation by a standard install wizard. Select *Next* to commence the Install wizard.


Setup - Express
Welcome to the Express Setup Wizard
This will install Express 3.0.0.2 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

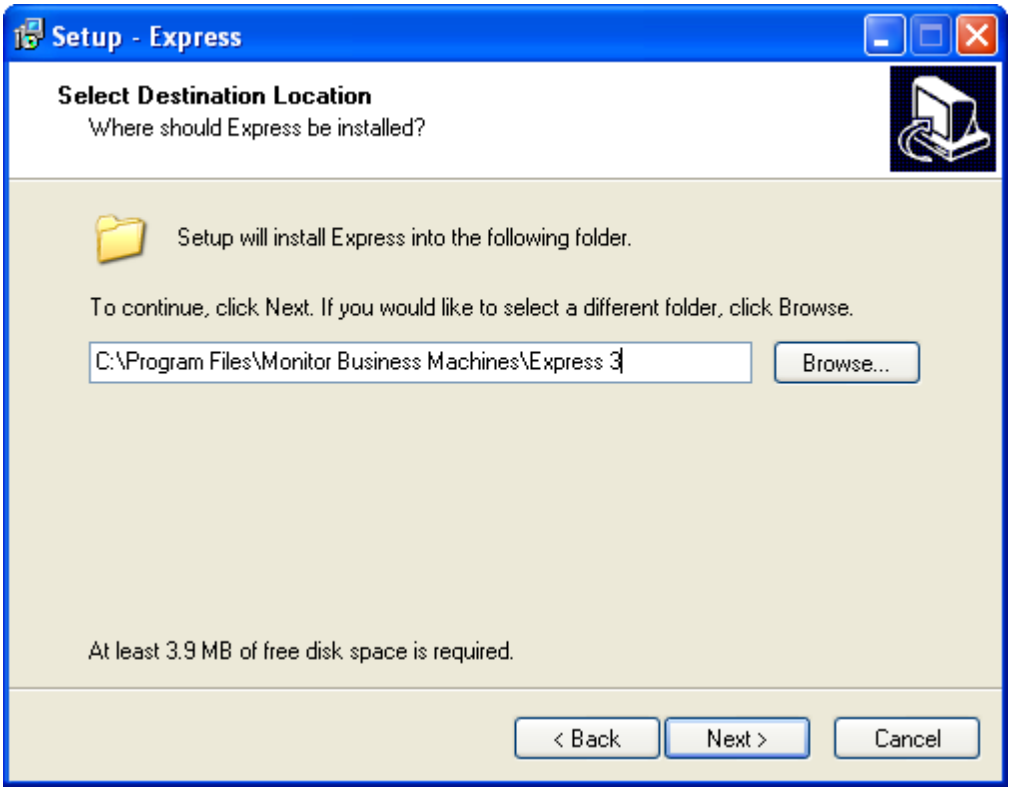
2. You are able to select the disk location where you want Express to be installed by clicking on *Browse*.


Setup - Express
Select Destination Location
Where should Express be installed?
Setup will install Express into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Browse...
At least 3.9 MB of free disk space is required.
< Back
Next >
Cancel

3. Click on the disk location and then select *OK*.

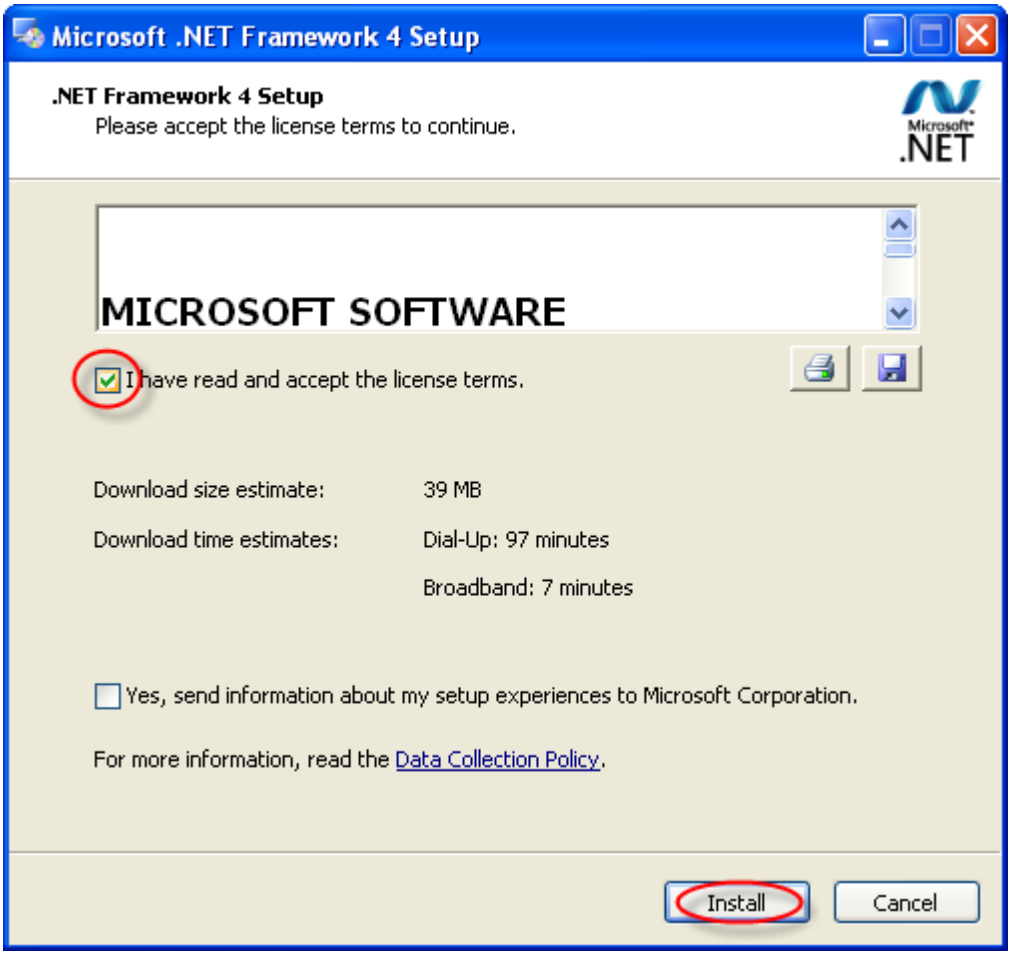


4. The Setup window will show you the disk location select. Click on *Next* to continue or *Browse* to reselect new disk location.

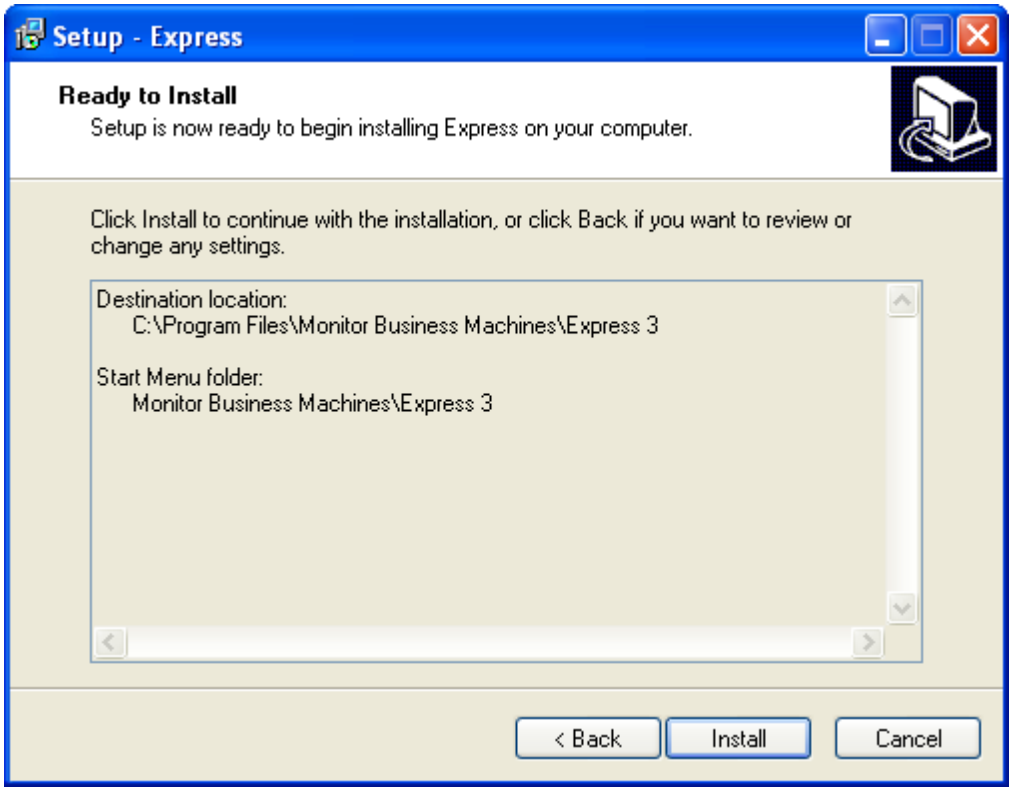

Setup - Express
Select Destination Location
Where should Express be installed?
Setup will install Express into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\Monitor Business Machines\Express 3
Browse...
At least 3.9 MB of free disk space is required.
< Back
Next >
Cancel

5. The software will check the PC to see if *Microsoft.Net Framework 4* is on the installation computer. This is a Express requirement. If the check finds that *Microsoft.Net Framework* is required or an updated version is required, the application will attempt to install the software directly from the Microsoft website. This will not be possible if there is no internet connection available, and in this case the framework will have to be manually downloaded and installed on the express kiosk.

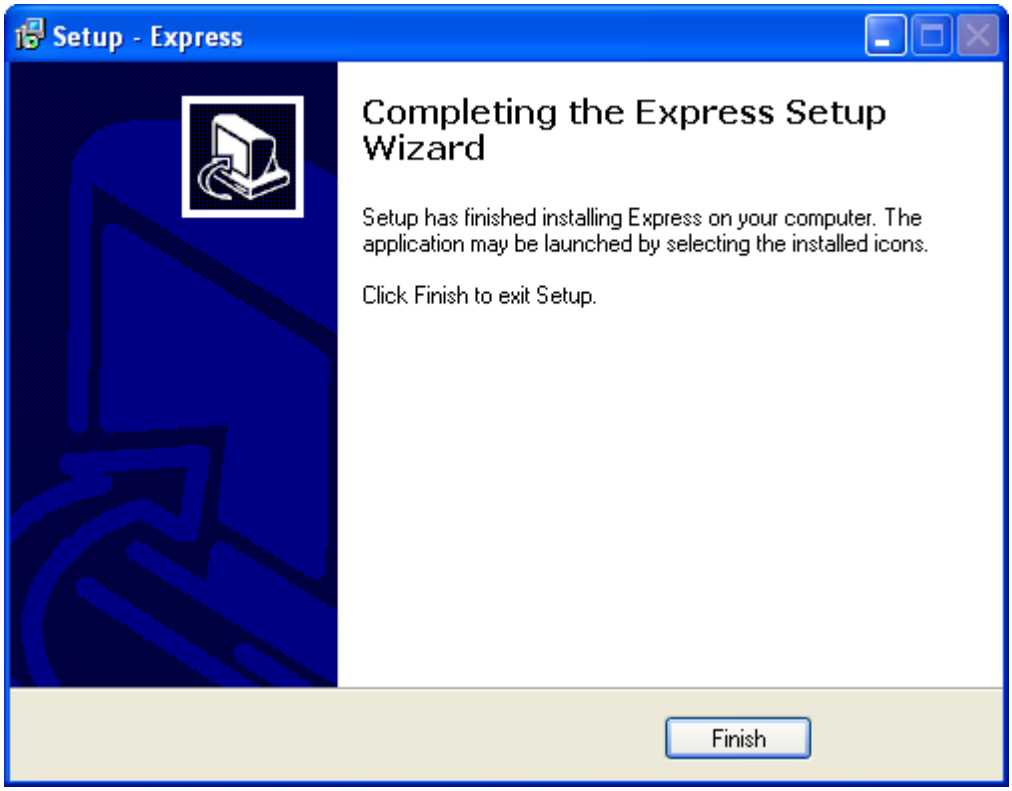
   Tick to accept the terms of the license and then select *Install* to continue.


Microsoft .NET Framework 4 Setup
.NET Framework 4 Setup
Please accept the license terms to continue.
MICROSOFT SOFTWARE
I have read and accept the license terms.
Download size estimate:
39 MB
Download time estimates:
Dial-Up: 97 minutes
Broadband: 7 minutes
Yes, send information about my setup experiences to Microsoft Corporation.
For more information, read the Data Collection Policy.
Install
Cancel

6. The wizard will install the *Microsoft.Net Framework 4* if required, then will prompt that Express is ready for install. Click *Install* to continue.


Setup - Express
Ready to Install
Setup is now ready to begin installing Express on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Monitor Business Machines\Express 3
Start Menu folder:
Monitor Business Machines\Express 3
< Back
Install
Cancel

7. Once Express has been successfully installed, the wizard will advise with the following screen. Click *Finish* to exit the setup wizard.


Setup - Express
Completing the Express Setup Wizard
Setup has finished installing Express on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Finish

Getting Started

The installer creates shortcuts in the drive selected during the setup wizard. The following shortcut icons are created.

	Start Express Opens the Express application ready to Add Value, Buy Card or Tickets via Cash and, or EFTPOS. See User Guide section for a walk-through of the process a user will go through to do a transaction.
	Configure Express Opens the Express configuration dialog where you can change and activate settings. Once you have made your changes, you can choose whether you want to start the main Express application when you exit the dialog. See the Configuration section of this manual for more information about the available settings.

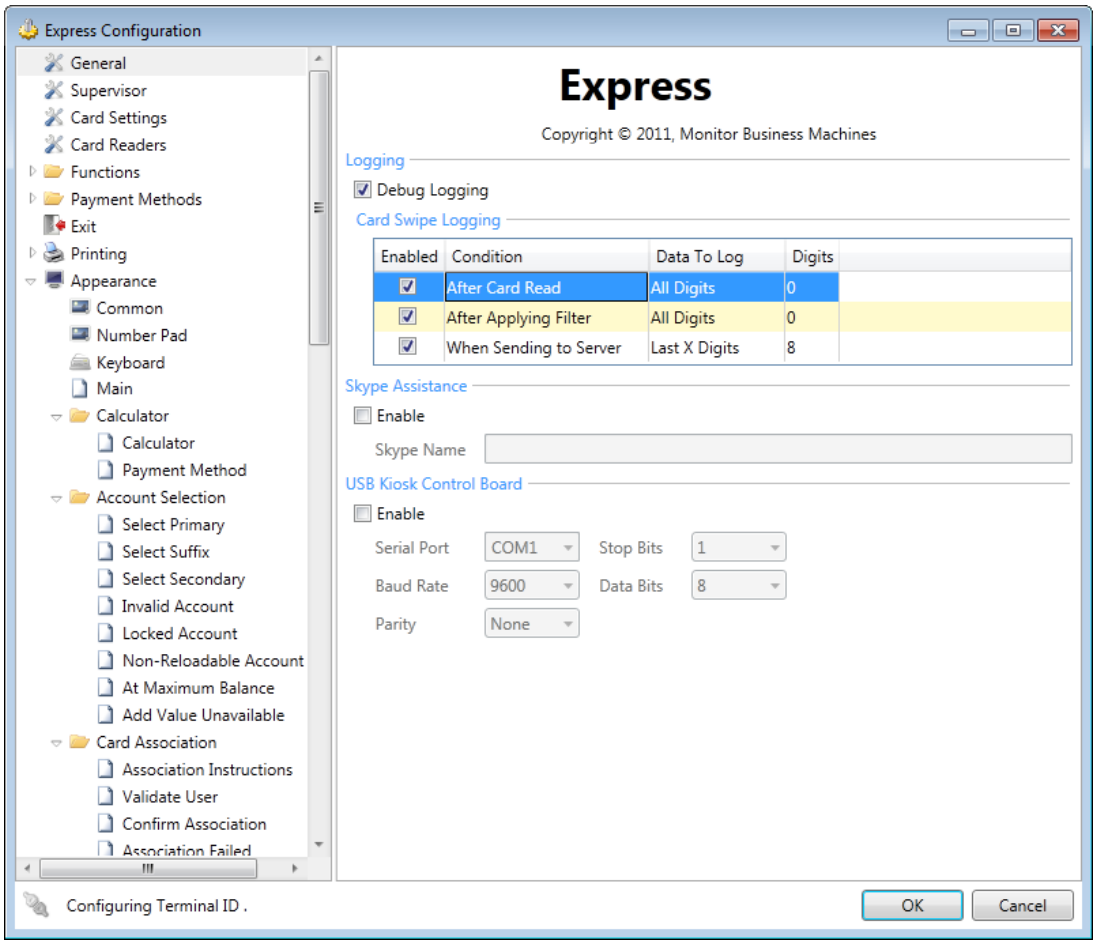
Configuration

Express has a large number of configuration options to customise the application for your site. The configuration application is run by double clicking on the *Config.exe* within the Express folder.

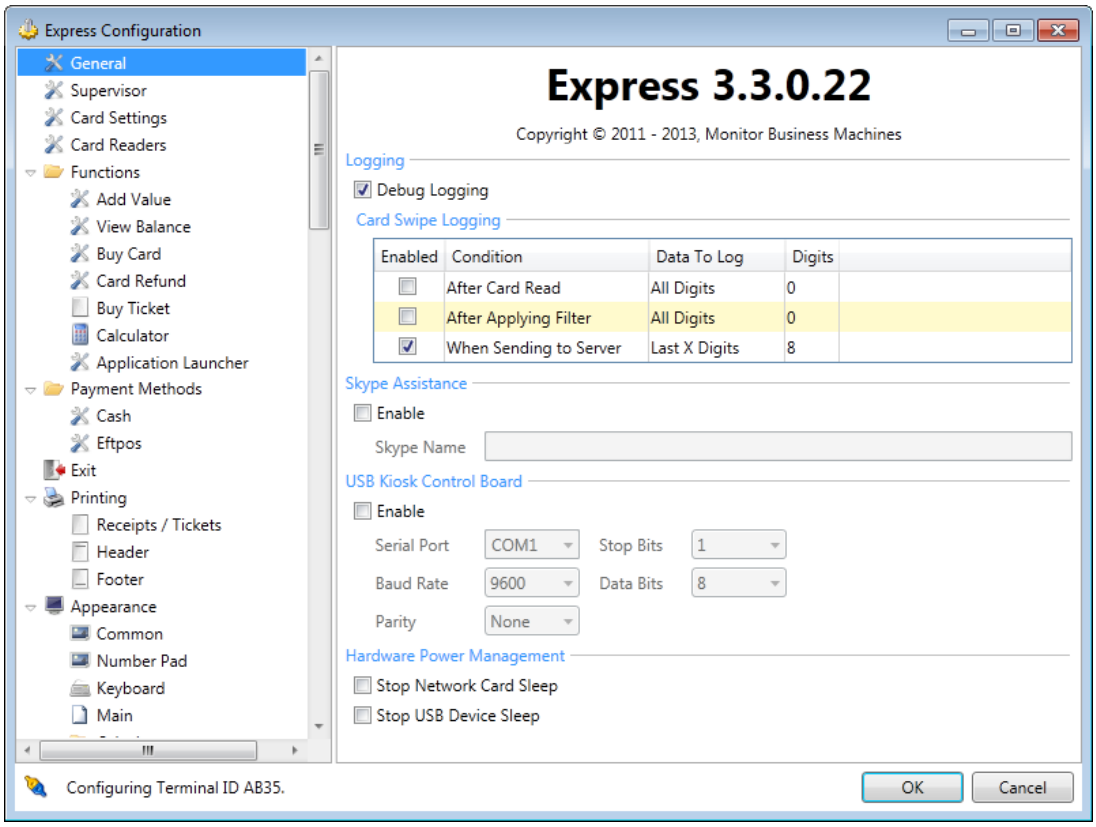
The configuration window, as shown here, divides the settings into a number of categories, listed down the left side of the window.

Selecting a category will display the available options in the main part of the window. The options available in each section are explained in detail in subsequent sections.

This icon ▷ represents that the category can be expand or collapsed to see further options listed.



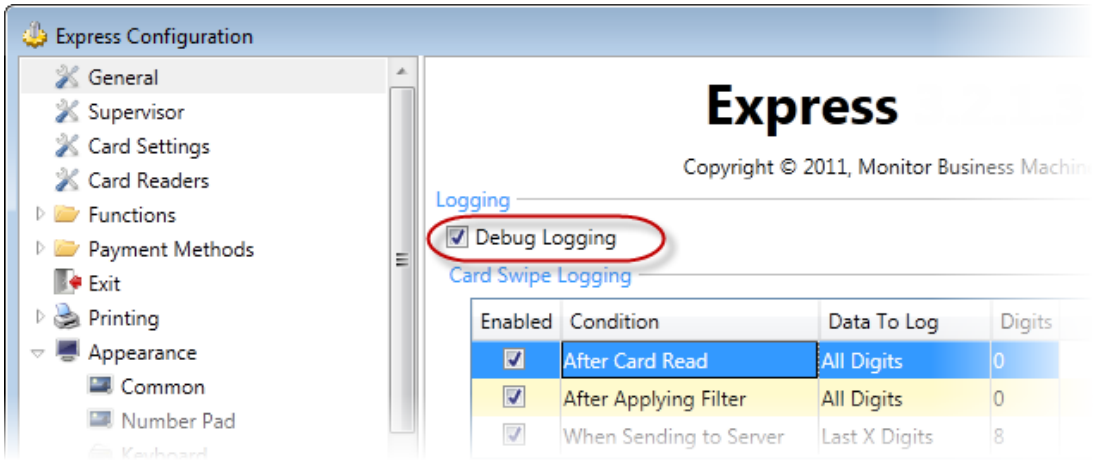
General



Debug Logging

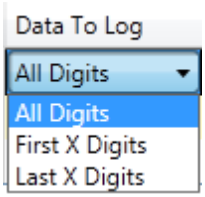
This is a system setting that generates a detailed background record of all actions by the Express software. The information generated by this feature may be used by technical staff to rectify an issue.

You may be asked to enable this option in order to diagnose a particular issue.



After Card Read

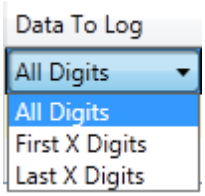
Tick to enable *After Card Read*. Then select from the *Data to Log* drop down box the desired range to be read.



Using the arrow key select the desired read digits from the card.

After Applying Filter

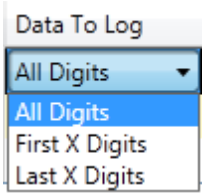
Tick to enable *After Applying Filter*. Then select from the *Data to Log* drop down box the desired range to be read.



Using the arrow key select the desired read digits from the card.

When Sending to Server

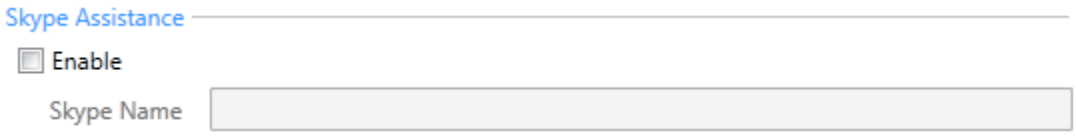
Tick to enable *When Sending to Server*. Then select from the *Data to Log* drop down box the desired range to be read.



Using the arrow key select the desired read digits from the card.

Skype Assistance

By enabling this option, assistance calls can be made through Skype from the Kiosk. Enter your skype address into the field below.



USB Kiosk Control Board

Kiosks supplied by Monitor will come fitted with a kiosk control board.

This board is used to extend the capabilities of the kiosk beyond what is possible with using just a computer. These include:

- Intrusion detection
- Disabling the alarms when a special access card is used
- Battery backup circuit for the siren

Even though the interface is USB, the connection is a serial communications channel.

Alter these to match the Kiosk computer settings or as specified in the Kiosk board user manual.

- Serial Port
- Baud Rate
- Parity
- Stop Bits
- Data Bits

Hardware Power Management

Windows may attempt to shut down the network adaptor and USB ports during periods of inactivity in order to save power. This behaviour is generally undesirable for a kiosk, as they there are usually many periods of inactivity during the day. When the device 'wakes up', it takes time to re-establish connection to the peripherals and can result in the message 'Busy' being displayed for a number of seconds before the user can begin their activities at the kiosk.

The following options have been included to help mitigate this Windows behaviour.

Stop Network Card Sleep

Express makes changes to the computer's registry each time it starts, as per the following knowledgebase articles.

XP http://support.microsoft.com/kb/837058

Window 7 http://support.microsoft.com/kb/2740020

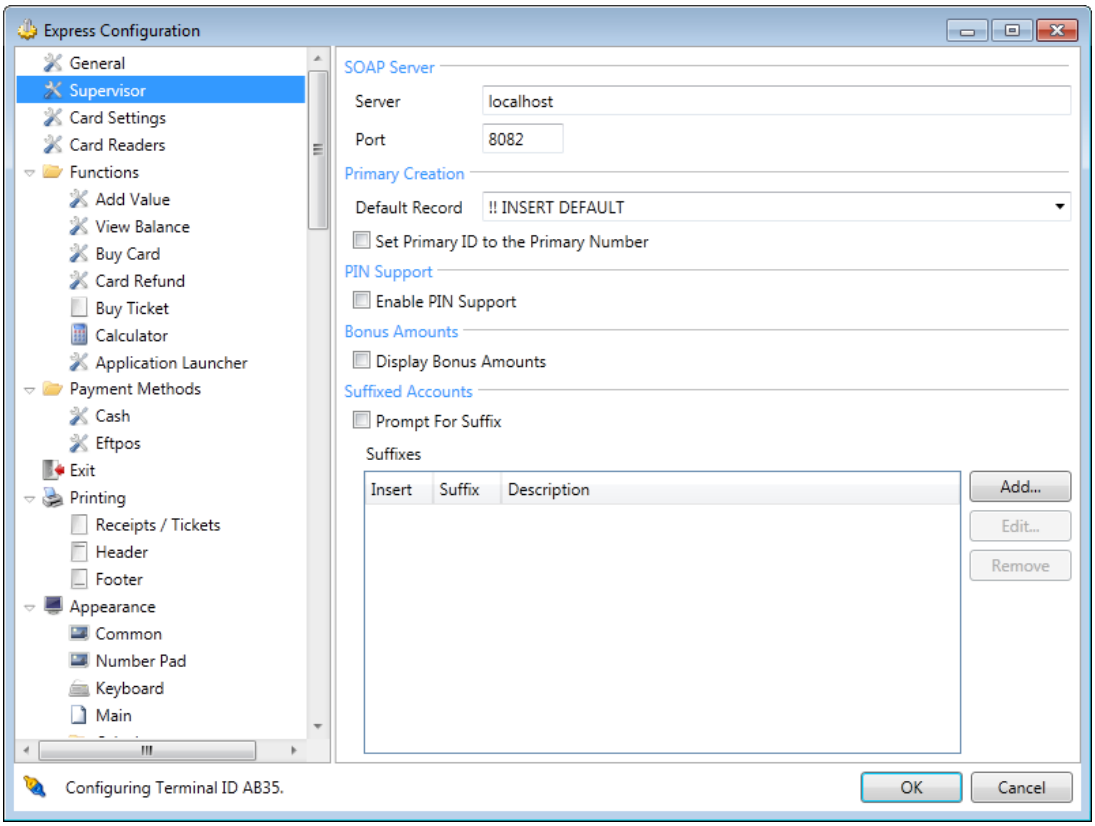
Stop USB Device Sleep

Express makes changes to the computer's registry each time it starts, as per the following knowledgebase article.

http://support.microsoft.com/kb/314634

Supervisor

These options provide a connection and integration to Supervisor Net.



Supervisor Net Server

The network name or IP address of the machine running Supervisor Net. This machine must be visible from the Express computer.

Port

The network port used to connect to Supervisor Net. If there are firewalls between the Supervisor Net server and the Express computer or Kiosk, this port must be opened in the firewall. This port must also correspond to the *Supervisor Net Port* setting in the *Server* section of the *Supervisor Net Settings* dialog in *Administrator*.

Primary Creation

This determines the default record used when a Supervisor Net account is created. The created account will inherit its settings from this default record.

PIN support

This applies to the Add Value Function, where a PIN will be requested if it is enabled in the user's account. If the user's account's PIN status is 'Set New', it will prompt for user to set a new PIN.

Bonus Amounts

Bonus amounts are values gifted to the user based upon how much money they insert during that session. It is an incentive for users to add larger sums to their accounts.

Any bonus value is credited to the user's Quota Balance. Supervisor Net can then be configured to deduct funds from the user's normal balance first, ensuring that the user spends their own money before they can spend their bonus money.

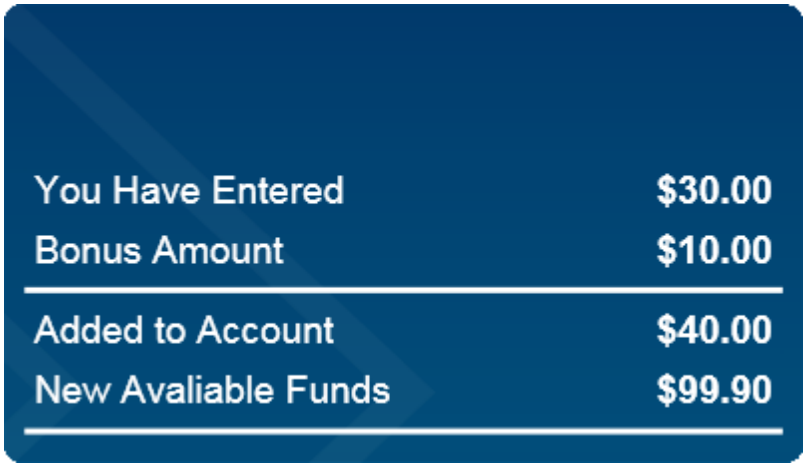
This bonus system is configured on the Autoloader tab of the EFT SETUP terminal setup record. Please consult the Supervisor Net user guide for more information.

Enabling the display of 'Bonus Amounts' will show the user how much bonus they are earning based upon the value they are reloading their account by. Bonus value is also applicable to the purchase of casual user tickets.

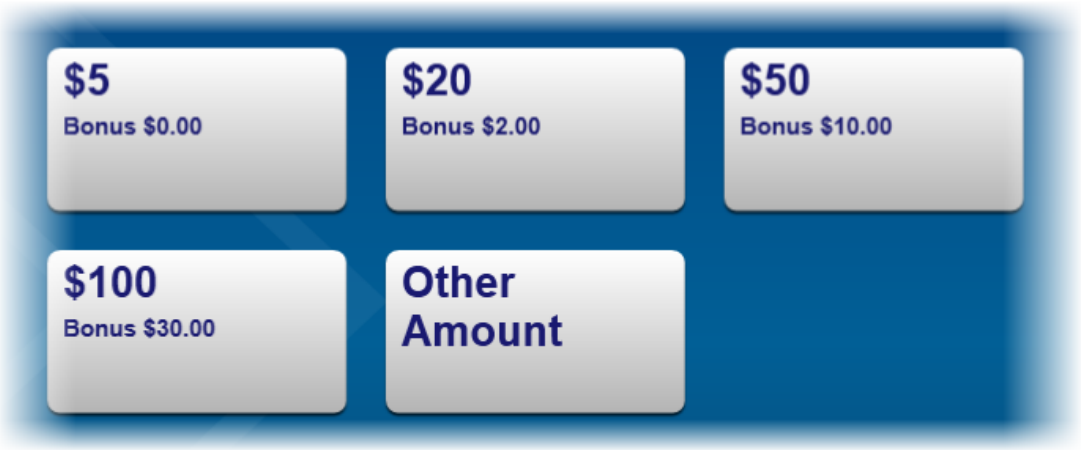
⚠Add value bonus display is only supported if the calculator option is disabled for the Cash/ Eftpos pages. The calculator can still be displayed on the main page.

Here are some examples:

1. A user is adding value to their account using cash. A complete break-down is displayed to them as they insert the funds:



2. A user is adding value to their account using EFTPOS. The available bonus amounts are displayed on the value selection buttons:



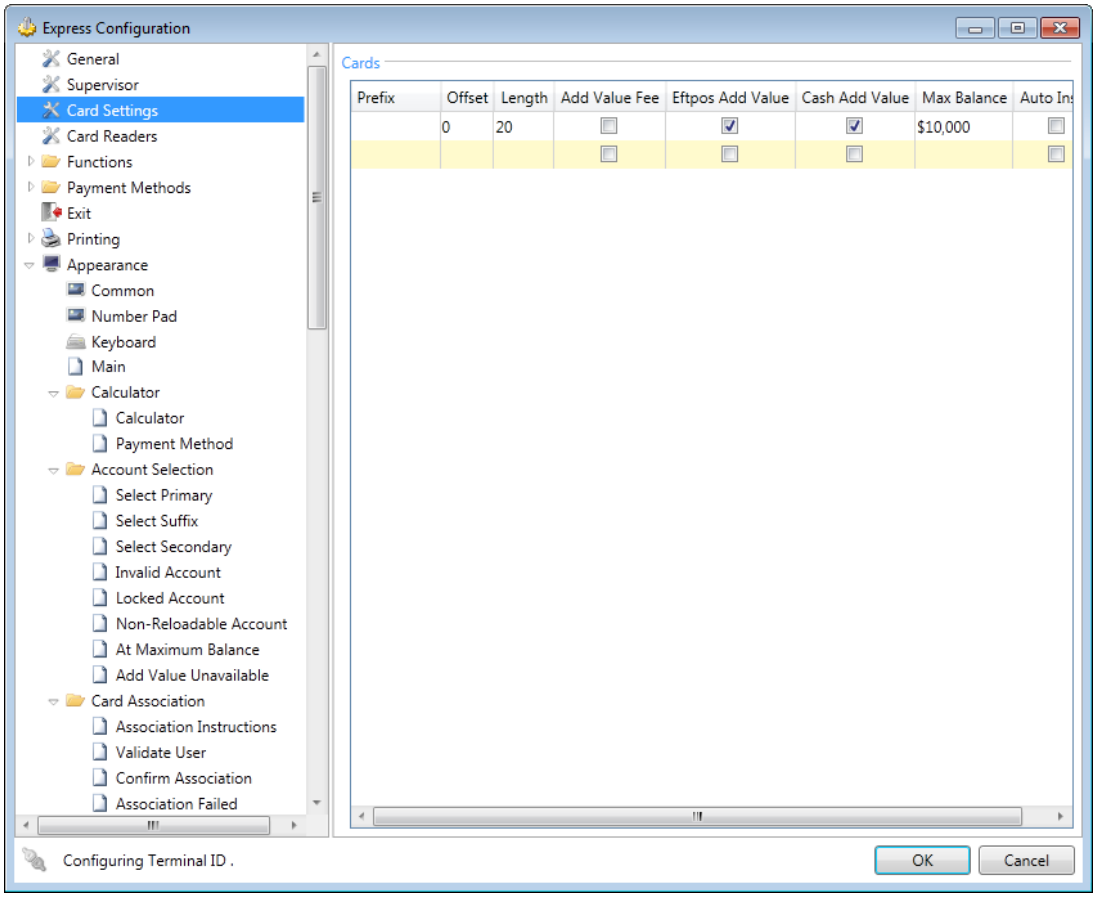
Prompt for Suffix

This option enables integration with the Supervisor Net suffix system, allowing the user the opportunity to select which category of services they want to add funds to. It should only be used if you are using suffixed accounts. Enable suffix support by checking this option then use the Account Types list to define category of services the user can have access to.

Suffixes can be Added, Edited or removed by clicking on the function keys on the right hand side of the main window.

Card Settings

These options enable the functions on the account card.



Add Value Fee

This enables a fee to be charged when value added.

Eftpos Add Value

This enables the card to add value by EFTPOS.

Cash Add Value

This enables the card to add value using Cash.

Max Balance

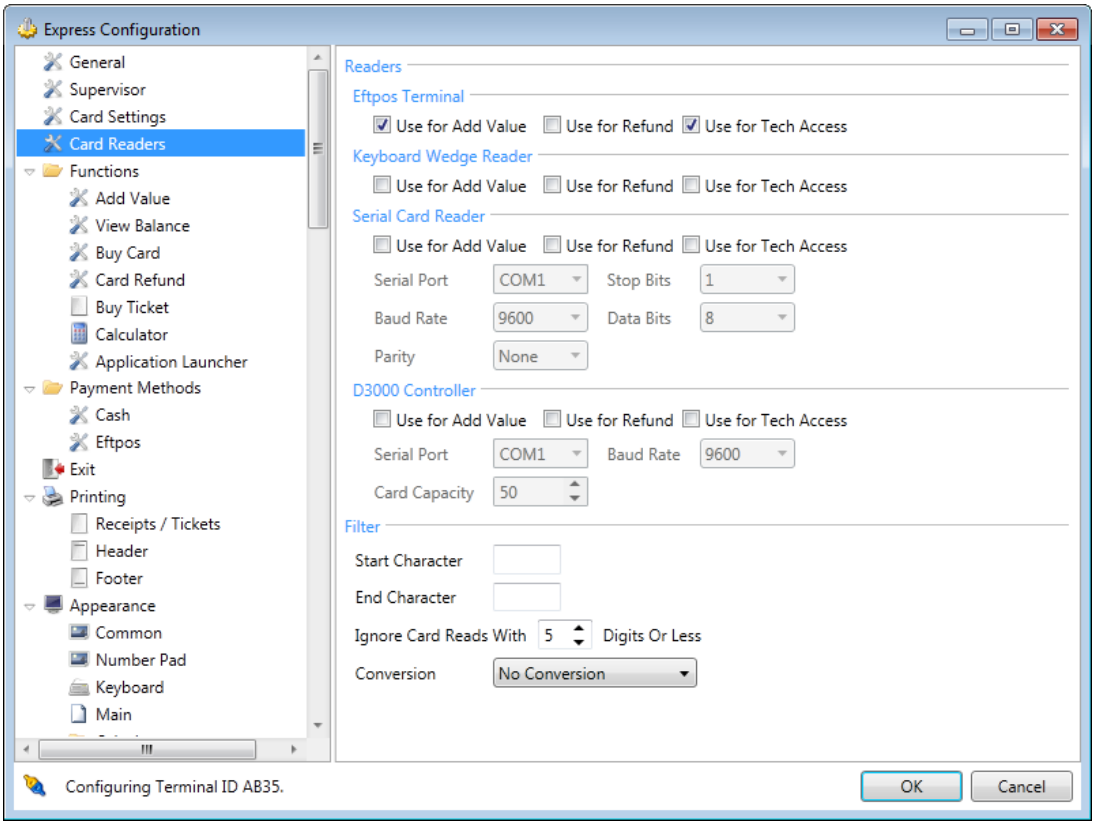
This shows the maximum balance allowed on the account. See Functions-Add Value to set this maximum balance.

Auto Insert

This function, if ticked will create an account within Supervisor Net, if the Card account is not found. If this box is left un-ticked, the card will be rejected if account not set up in Supervisor Net.

Card Readers

These options provide a connection and integration to the Card Readers.



Eftpos Reader

This function option enables Express PC or Kiosk to operate with an EFTPOS reader.

The account number is obtained by the card being swiped on the EFTPOS pinpad. This option is only available where the PC-EFTPOS or DPS terminal has been installed along with corresponding software. Refer to requirements for more information.

EFTPOS can be enabled on some, or for all functions .i.e. Add Value, Refunds, Tech Access.

Keyboard Reader

This function option enables Express PC or Kiosk to operate with a Keyboard reader.

A keyboard wedge unit will be attached to the kiosk. A keyboard wedge is a card reader that attaches to the kiosk, and appears to be a keyboard to the software.

The keyboard wedge reader can be enabled on some, or for all functions .i.e. Add Value, Refunds, Tech Access.

Serial Card Reader

This function option enables Express PC or Kiosk to operate with a Serial Card reader. A serial card reader is connected to a serial port.

Card Reader Settings

To alter these to match the card reader settings or as specified in the card reader's user manual

- Serial Port
- Baud Rate
- Parity
- Stop Bits
- Data Bits

Serial Card Reader can be enabled on some or for all functions .i.e. Add Value, Refunds, Tech Access.

D3000 Controller

The D3000 card reader is a motorised card acceptor and optional reader, capable of accepting a user's card, reading a mifare card (option) and 'swallowing' a card (For purposes such as automated refunds).

To alter these to match the card dispenser settings or as specified in the card dispenser's user manual

- Serial Port
- Baud Rate
- Card Capacity - Once this capacity is reached, no further cards can be inserted until a special access card '*CARD ACCESS'* is used.

Card Dispenser Controller can be enabled on some, or for all functions .i.e. Add Value, Refunds, Tech Access.

Filter

Start Character

Defines the character on the card to start reading the card number from. Usually a semi-colon (;).

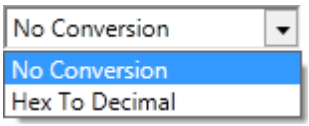
End Character

Defines the character to stop reading the card number at. Usually a question mark (?).

Ignore Card Reads With x Digits Or Less

Express can ignore any cards read that are below a certain number of characters long. This is primarily to ignore those card readers that put out a string such as 'Error' if there is an error reading the card.

Conversion



By default this option is set to *No Conversion.* If the option *Hex To Decimal* is enabled, Express will convert hexadecimal data read from a card to decimal.

Functions

This function option enables which services the Express PC or Kiosk can operate.

These options include:

Add Value

Buy Card

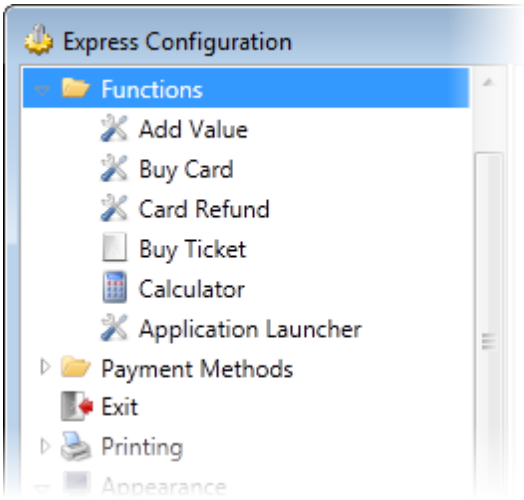
Card Refunds

Buy Tickets

Card Refund

Calculator

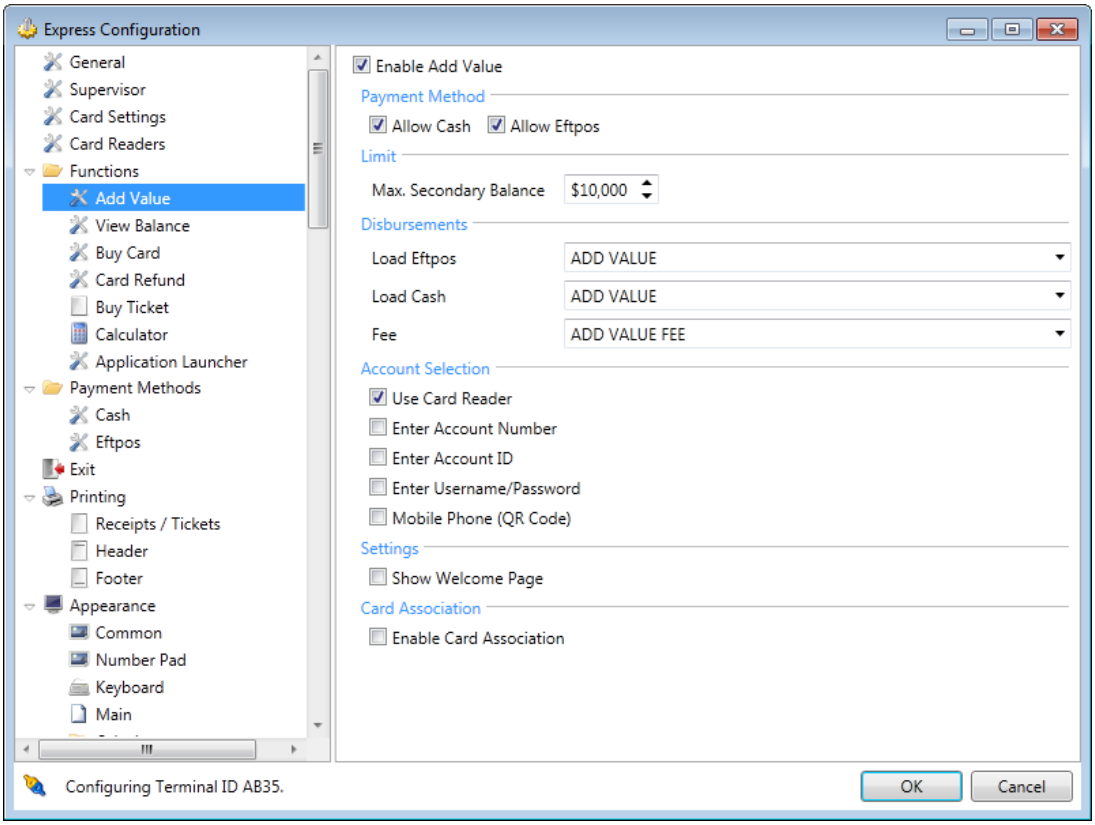
Application Launcher



If *Add Value* is the only function enabled, the user will not see the main page; instead, they will be taken directly to the account number entry/card swipe screen. There is no point asking the user what function they would like to perform if there is only one function to choose from.

Add Value

This screen allows the enabling of the function Add Value by ticking the *Enable Add Value* box.



Payment Method

This configuration screen allows for the specification of payment to according to the hardware installed:

- allow Cash and, or
- allow EFTPOS

Limit

This specifics what the maximum limit on Secondary accounts. Use the up and down arrows to increase or decrease the limit in $100 increments. The limit amount can also be typed over should the limit be a specific amount i.e. $2,550.

Maximum balances on Primary accounts is set on a per-prefix basis in the Card Settings area of the configuration.

Disbursements

This category allows you to enter the disbursement name from Supervisor Net to record transactions against the correct disbursement type.

The disbursement codes entered against the following transaction type must be identical to the disbursement code set up in Supervisor Net to integrate successfully.

Load

Fee

Account Selection

This category specifies how the Account/ Card Number is obtained.

Use Card Reader

The user swipes their card to enter their account information.

Enter Account Number

The account number is typed in manually by the user on an on-screen keyboard.

Enter Account ID

The account ID (Primary ID Field) is typed in manually by the user on an on-screen keyboard.

Enter Username/Password

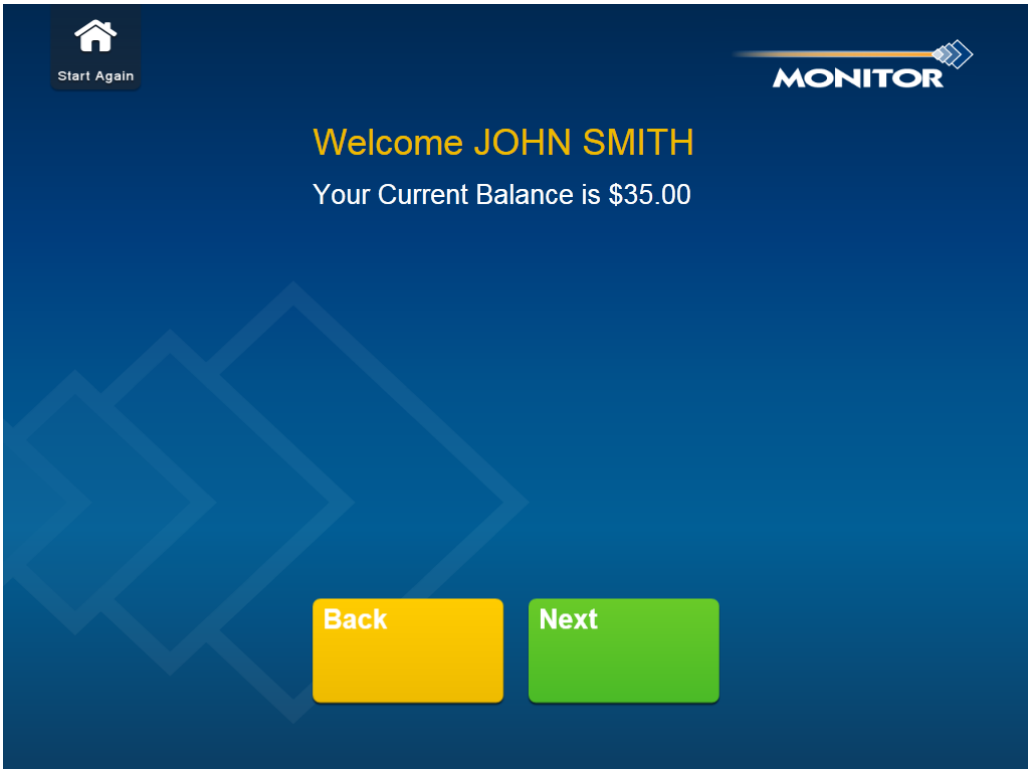
The user's network username and password is typed in manually by the user on an on-screen keyboard. These credentials are authenticated by Supervisor Net using its external interface, which is configured using Supervisor Administrator is the *system settings*.

Mobile Phone (QR Code)

A QR code is displayed on the main page and card swipe screen in Express. Express can then be activated using the mobile application.

Show Welcome Page

Tick to enable an initial Welcome page for users, which displays their account current balance.



Enable Card Association

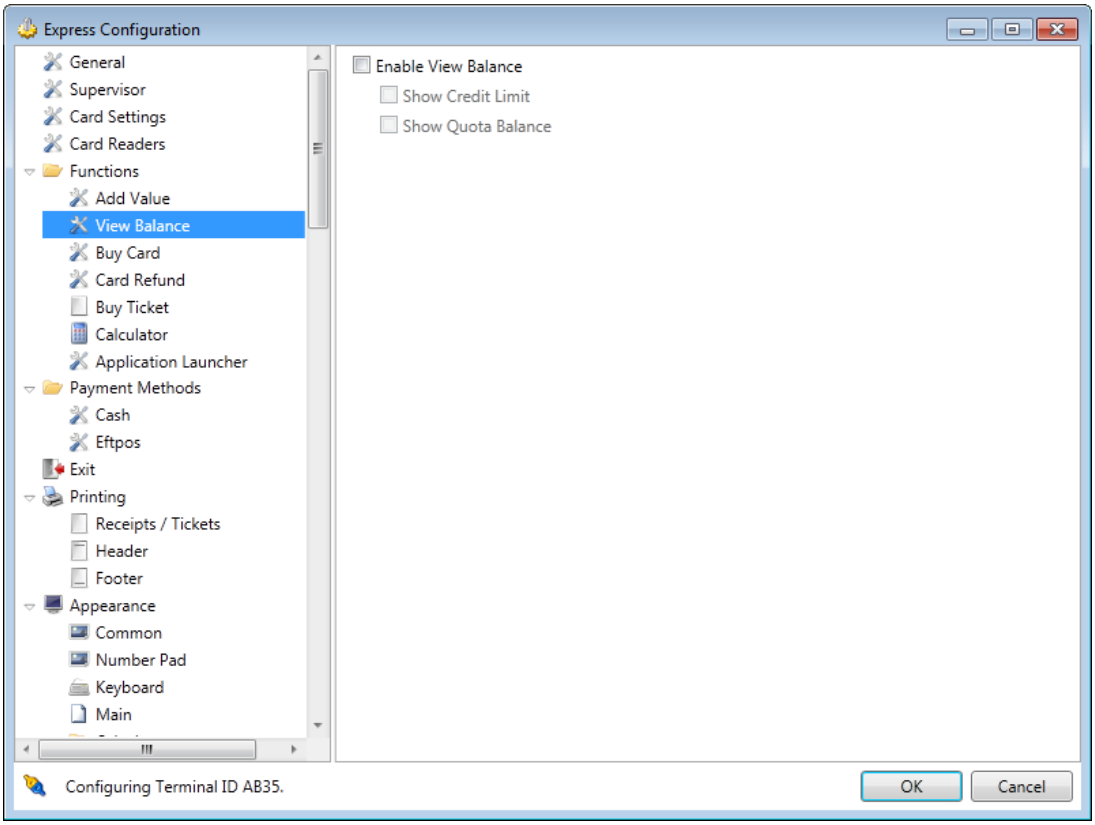
This category enables *Card Association*.

Card Association enables the user to swipe a card that does not exist in Supervisor Net. They will then enter their network username and password, and a new account will be created for them using that card number that they swiped as their Primary Number.

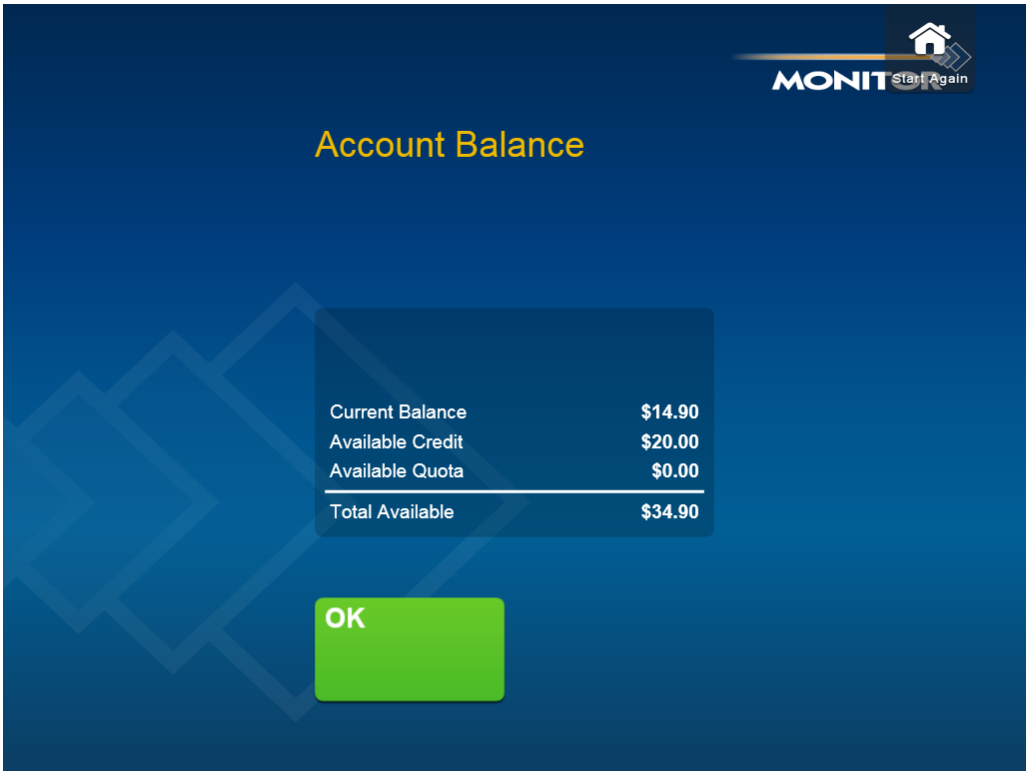
View Balance

This screen allows the enabling of the function *View balance* on the main screen. This enables the user to check their balance without having to begin an add value transaction.

Additional items - *Credit Limit* and *Quota Balance* can also be displayed if required.

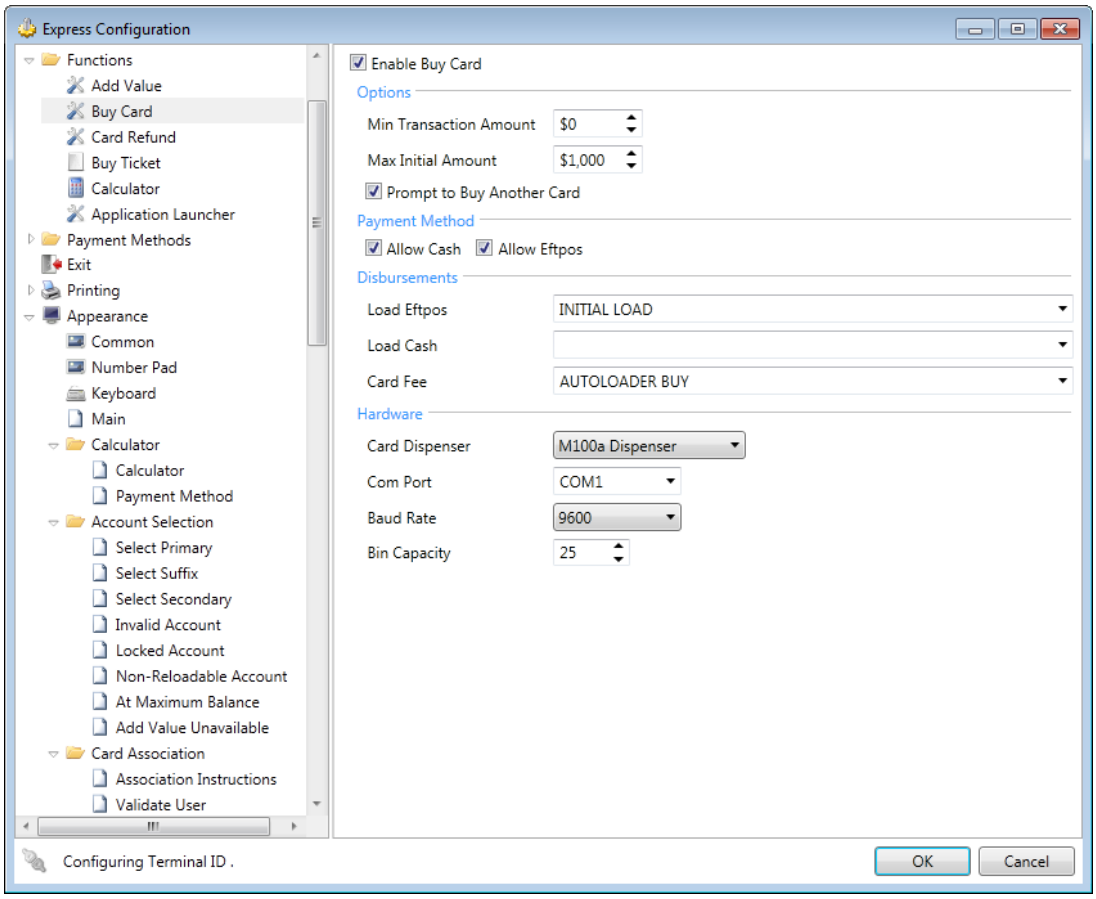


Here is an example of this screen when enabled:



Buy Card

This screen allows the enabling of the function of purchasing a Card by ticking the *Enable Buy Card* box.



Options

Min Transaction Amount

The minimum amount that can be loaded on to the card when it is purchased.

Max Initial Amount

The maximum amount that can be loaded onto the card when it is purchased.

Prompt to Buy Another Card

This option gives the Option to purchase another card once they have completed the purchase of their first card.

Payment Method

Allow Cash

Enable the use of a note and/or coin acceptor.

Allow Eftpos

Enable the use of an EFTPOS terminal for debit or credit card transactions.

Disbursements

A list of disbursements (Pricing models) used by Express for various functions.

The cost of the card is obtained from the pricing model associated with the *Card Fee*.

Hardware

Card Dispenser

Select from the drop down menu the dispenser hardware installed. Currenty supported units are:

M100A - Card dispenser with card reader (To read the card number as its being dispensed) and reject card bin.

Kiosk Board - Simple card dispenser with card empty and card jam sensor.

Com Port

Specifies where the card dispenser/ USB device is connected. This must match the COM port used by the FTDI VCP (Virtual Com Port) USB driver. Note that the VCP driver should be configured to use COM port 3 or 4, since the TL Technologies device will not work with a higher port setting.

Baud Rate

To match the card reader settings or as specified in the card reader's user manual.

Bin Capacity

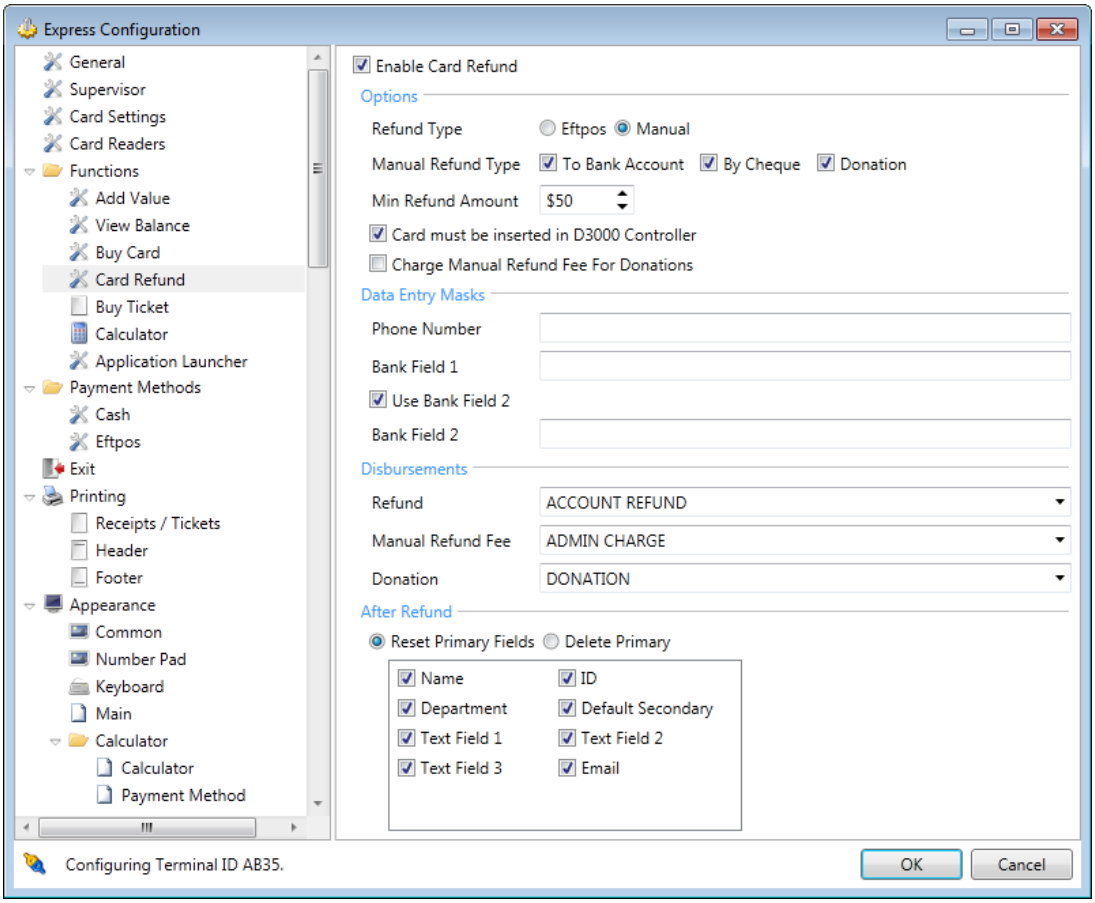
Specifies how many reject cards can be held in the dispenser before it has to be cleared by a technician. Only applicable for the M100A card dispenser.

Card Refund

This screen allows the enabling of the function of Card Refunds by ticking the *Enable Card Refund* box.

A card refund is a convenient way for a user to be given their money back when they are leaving a site for good. Some example of this are a student leaving University, or a patient leaving hospital.

To activate this feature, tick the *Enable Card Refund* box.



Options

Refund Type

There are two types of refund process available - Eftpos and Manual.

Eftpos refund type attempts to automatically refund the user back to a bank card of their choice, using the Eftpos terminal attached to the kiosk. It is now quite rare for a bank to allow this mode of operation in an un-attended situation, so please check with your Eftpos supplier before attempting to enable this option.

A manual refund would be the most common option used. This mode of operation enables the user to enter their details, including bank account (if being refunded back to their bank account) or information required for the facility to write them a cheque.

An option to donate the funds is also present for situations where a user, such as a patient in a hospital, decides that they wish to gift their remaining balance.

Manual Refund Type

If a Manual Refund is being used, there are three options:

- To Bank Account - The user must enter their bank account details, and an administrator will then direct-credit that user's account
- By Cheque - The user must enter details including the name to appear on the cheque and their postage details
- Donation - The user has the option of donating their credit to the facility

Min Refund Amount

A minimum amount can be set to prevent excessive administration costs for small amounts.

Card must be inserted in D3000 Controller

If enabled, a D3000 card acceptor must be fitted to the kiosk. The advantage of this unit is that it will swallow the card once the refund is complete.

This option is only viable if the card is a Mifare card and the D3000 unit has been fitted with the optional Mifare reader module.

Why have this option? Why not just disable the ability for the other card mechanisms to process refunds? The reason for this is that the Serial Card Reader option needs to also be enabled for refunds, as this is the Mifare card reader fitted to the D3000 unit.

Charge Manual Refund Fee For Donations

In order to cover administrative overheads, a site may elect to charge a fee for processing the manual refund.

Depending on how the administration of the site is set up, one department may handle the refunds and therefore require a portion of a donation for processing the refund. On other sites, the administration may be handled by the same department receiving the donation, therefore a refund fee does not have to be applied to the donation.

Data Entry Masks

Data Entry Masks enable the ability for the user to be constrained as to what they can enter for a given field.

This is achieved by entering a series of special characters as a data mask, as well as any formatting characters, as required.

Valid special characters are 9 (Optional character) and 0 (Mandatory character).

If you are wanting to rename the fields as they appear on the screen to the user, these strings can be found later in the configuration application under *Appearance -> Card Refund -> Manual Refund Data Entry*

Phone Number

The mask for the phone number field. Care must be taken when defining a mask, as there are often different combinations that are valid. For example:

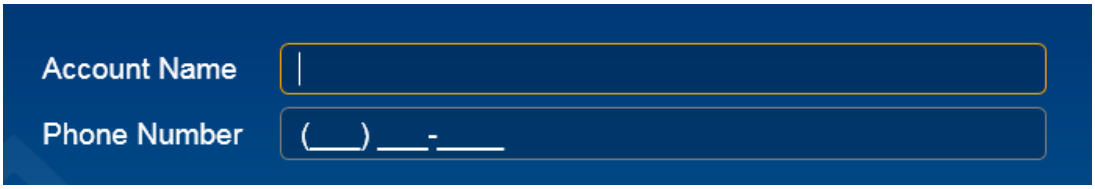
09 555 5555

021 555 5555

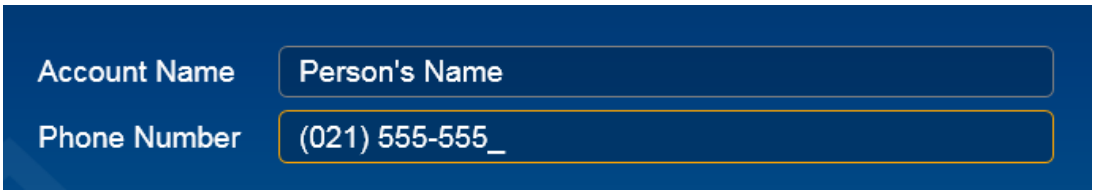
021 555 555

In this situation, the first few digits are variable, therefore should be made optional, and the very last digit must be optional also. The mask should therefore be 999 000 0009. Other characters such as brackets around the area code and dashes between numbers can also make it easier to read. The final version of the mask would therefore be (999) 000-0009.

The user would be presented with this form:



After filling it in, it may end up looking like this (They don't have a last digit on their number):



Bank Field 1

The mask for the first field of the bank account number. You may get away with only having to use one bank account field if enough information can be entered on the single line.

Use Bank Field 2

Tells Express whether or not to display the second bank account field on the screen. The second bank account may not be necessary if everything was able to fit nicely on the first field.

Bank Field 2

The mask for the second field of the bank account number.

Disbursements

The disbursements (Pricing Models) used for different aspects of the refund process. *Refund* and *Donation* are only for display in the transactions for refunds and donations respectively. *Manual Refund Fee* also sets the price of the fee, if applicable. To alter the fee amount, edit the ADMIN CHARGE pricing model in Supervisor Net, setting the *Variable Rate -> Count item price* to the amount of the fee.

After Refund

These options determine what happens to the account once the refund has completed.

Reset Primary Fields

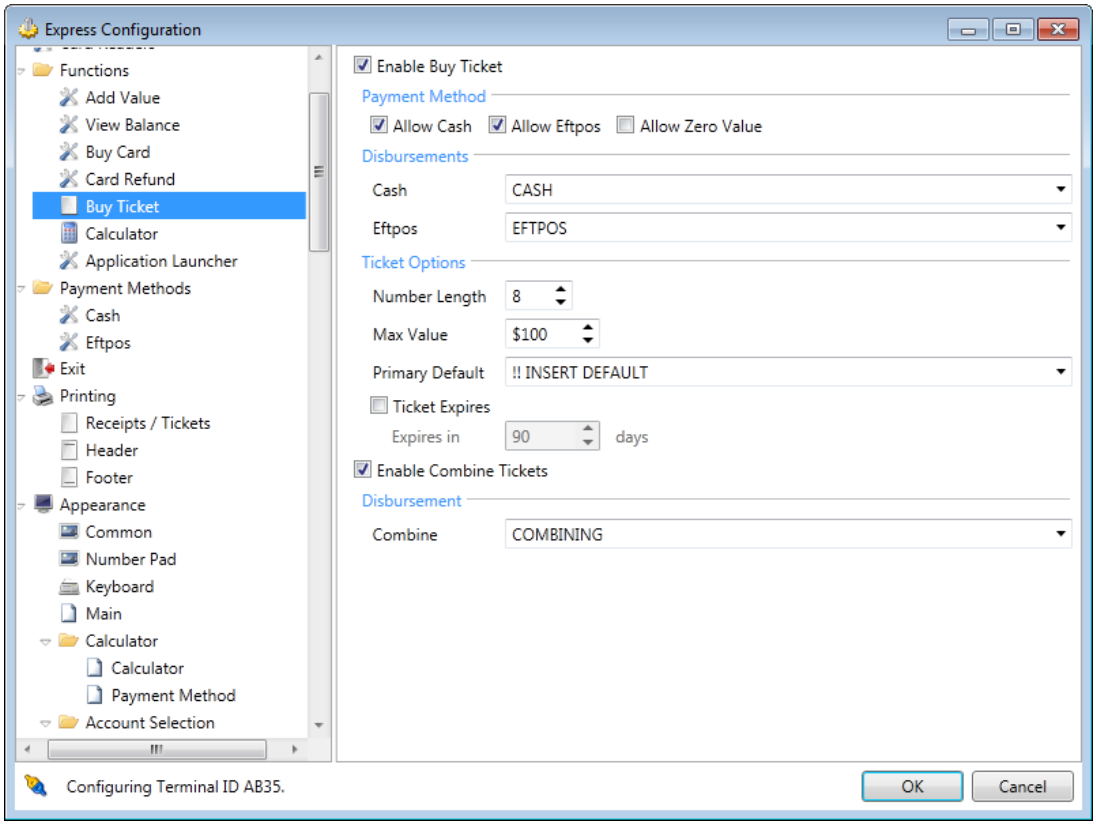
The chosen fields in the account are blanked out.

Delete Primary

The account is deleted from the database.

Buy Ticket

This screen allows the enabling of the function of purchasing a Ticket by ticking the *Enable Buy Ticket* box.



Payment Method

Sets the methods of payment available in Express.

Allow Cash

Enable the use of a note and/or coin acceptor when purchasing a ticket.

Allow Eftpos

Enable the use of an EFTPOS terminal to buy a ticket using a debit or credit card.

Allow Zero Value

Allow the user to issue themselves with a zero value ticket. Often used in situations where a ticket is required to book computers or facilities, but the booking itself is free of charge.

Disbursements

Defines the disbursements (Pricing models) used for the transactions. This is split into Cash and Eftpos so that they can be reported on separately for reconciliation purposes.

Ticket Options

Number Length

The length of the casual ticket number. Don't set this value too low, otherwise it is a security risk. If set too high, it will be hard to remember if the user does not have the ticket on them.

Max Value

The maximum value ticket that can be purchased.

Primary Default

When the ticket is created, the details will be based upon this default record.

Ticket Expires

Enforce a ticket expiry date. This is defined in days from the time the ticket is purchased. Any remaining funds on a ticket at the time of expiry cannot be used.

Enable Combine Tickets

Enables the the user to combine the value of multiple un-expired tickets onto a single new ticket.

The original tickets are canceled, and the expiry date of the new ticket is set as per the Ticket Expires value.

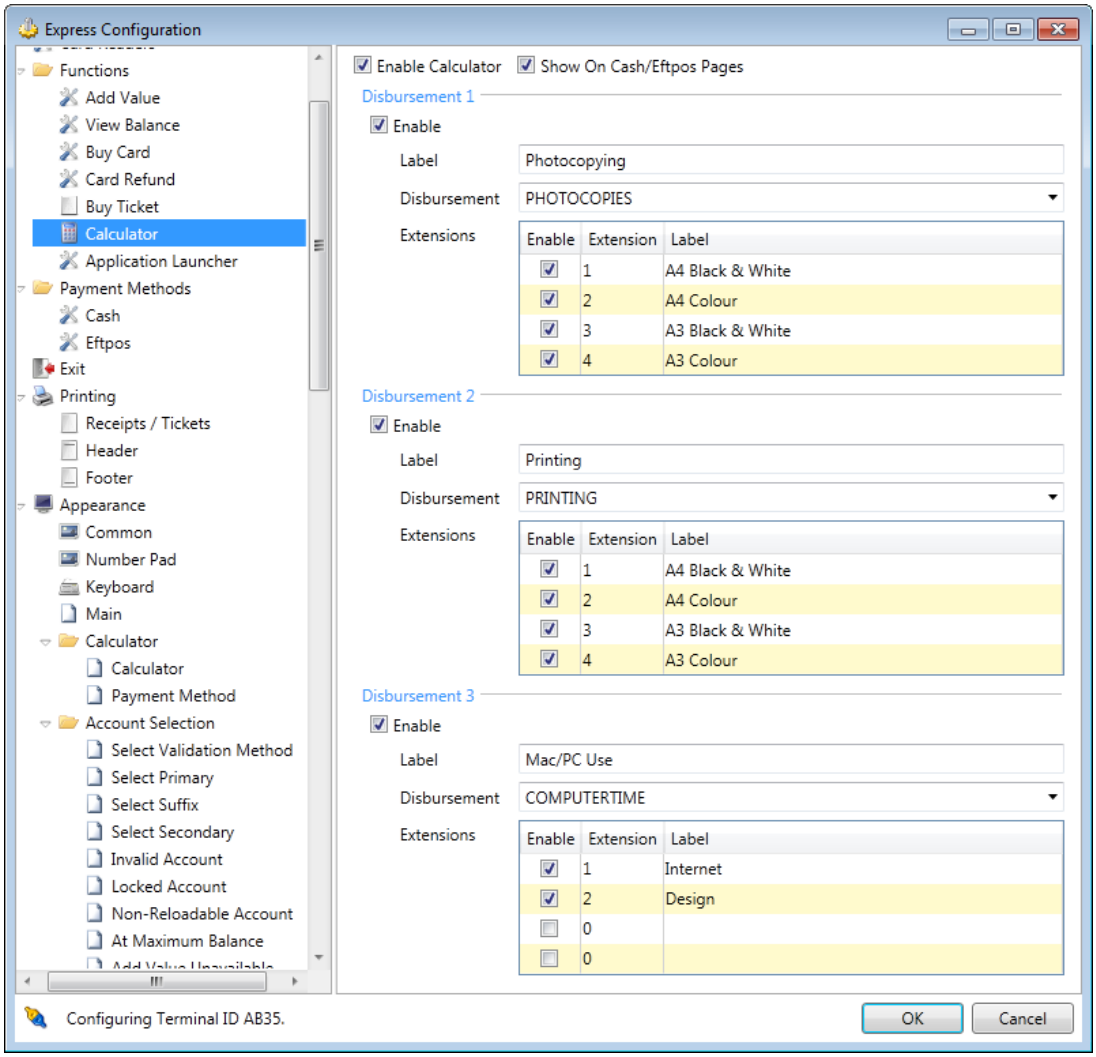
Combining Ticket Disbursement

This is the disbursement (Pricing Model) that will be recorded in the transaction when tickets are combined.

Calculator

This screen configures the on-screen funds calculator function, which enables a user to work out how much they need to add to the system in order to be able to buy a given number of services.

Up to three different services can be configured for display to the user. These are shown as Disbursement 1 - Disbursement 3.



Enable Calculator

Turns the calculator function on. A new button will appear on the main page of Express.

Show On Cash/Eftpos Pages

Determines whether or not the calculator function will be used while the user is adding funds to the system. If disabled, the calculator is only accessible via the button on the main page.

Label

This is a user-friendly label for the service being offered.

Disbursement

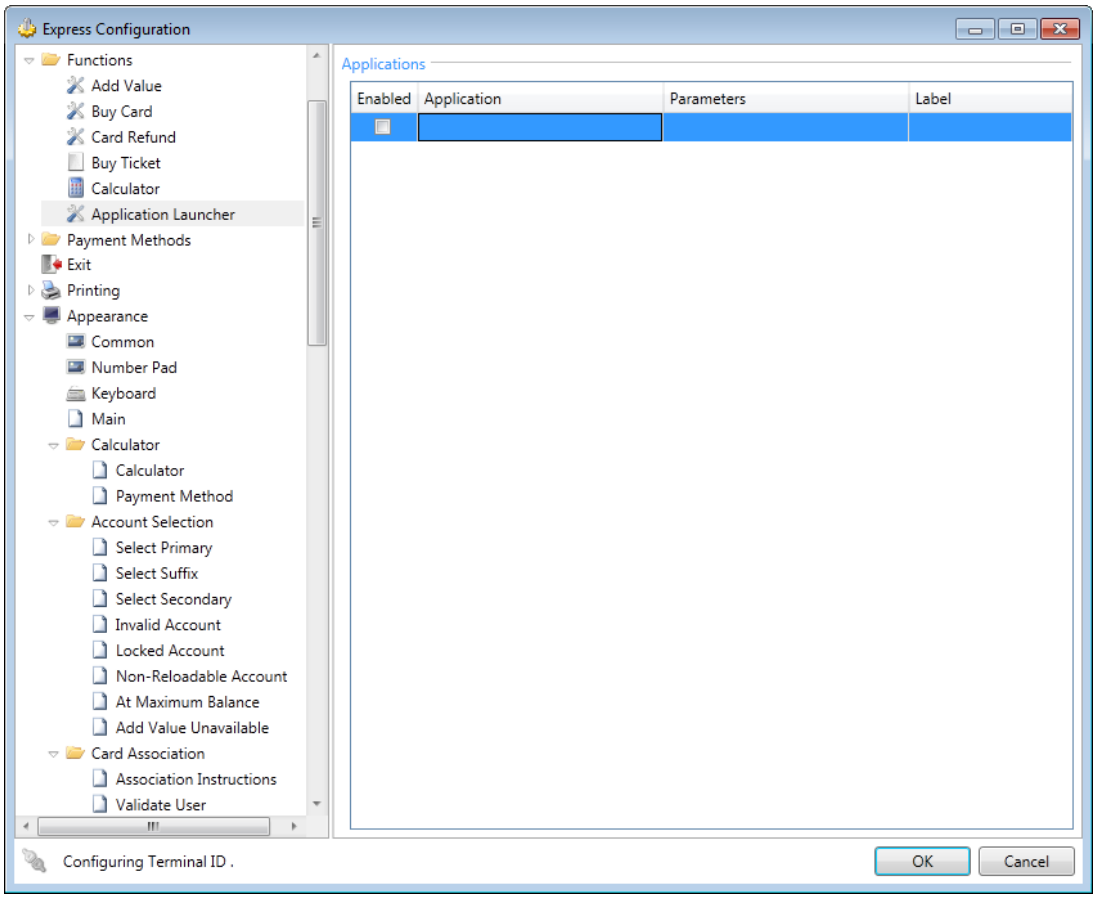
A disbursement (Pricing Model) number matching an entry in Supervisor Net.

Extension

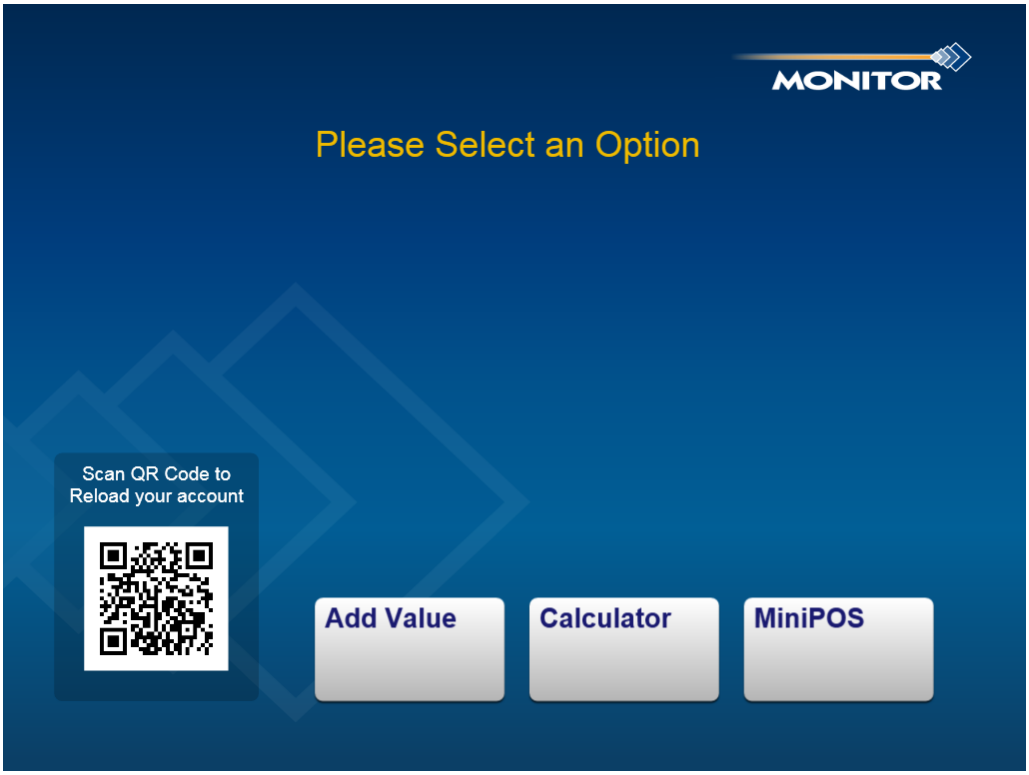
A read-only field that is automatically populated with values once a disbursement number is chosen. These values are the various sub-types for the disbursement chosen, e.g. the disbursement number may be *Copies12345*, and the extensions are *A4 B&W, A4 Colour,* etc.

Application Laucher

This enables you to configure third party applications to appear as a button on Express's main page. Clicking the button will launch the specified application.

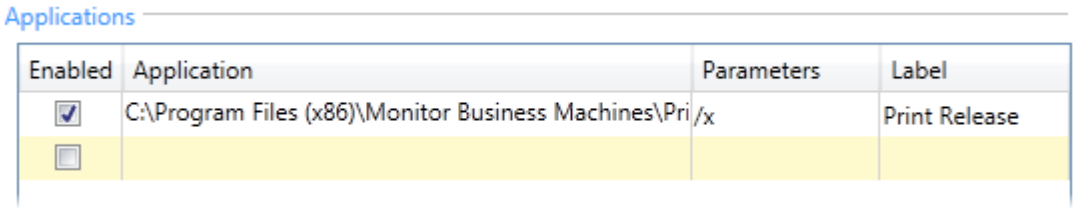


In the example below, the button *MiniPOS* has been placed on the main screen. Clicking this button would launch the MiniPOS product.



Enabled

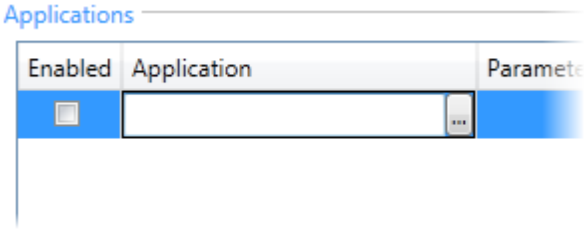
Applications can be enabled or disabled by ticking the *Enabled* box.



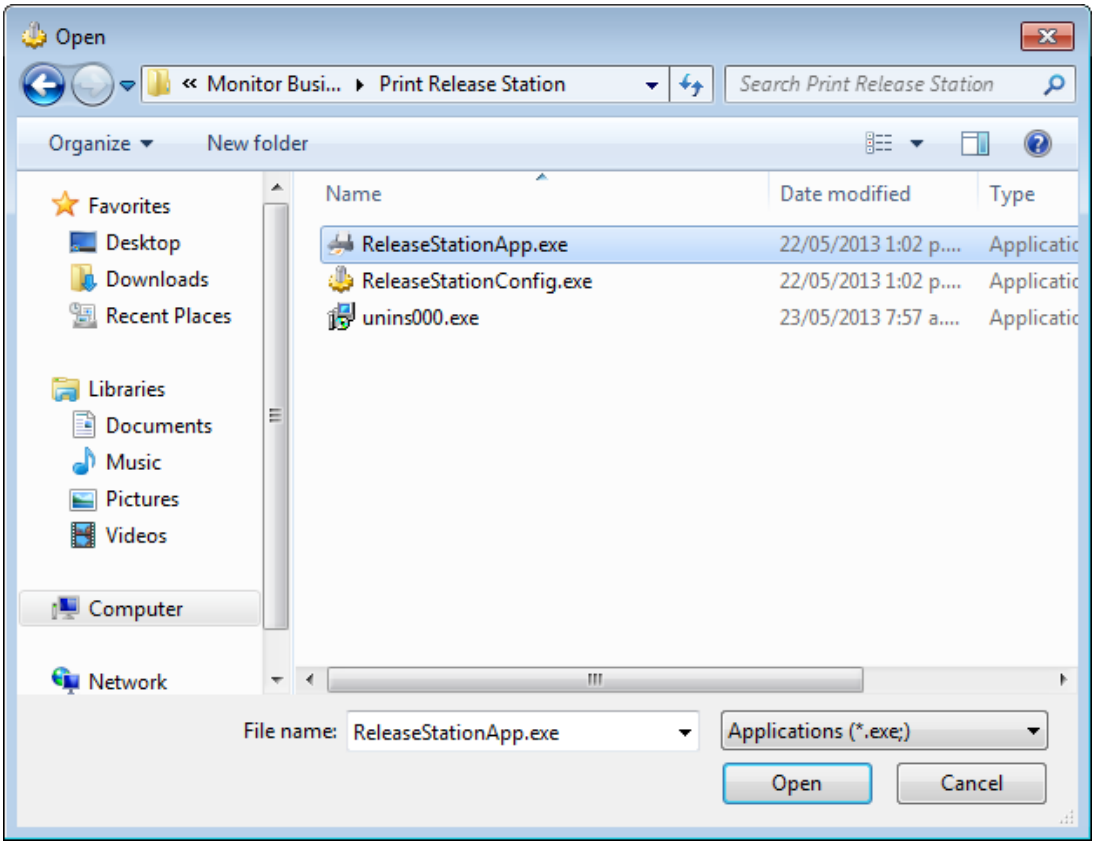
Application

The path and filename of the application to be launched when the button is clicked on the main page.

To specify an application, click the into the application text box and then click the ... button.



Browse to the application executable and then click *Open*.



Parameters

Specify any parameters that the application should be launched with.

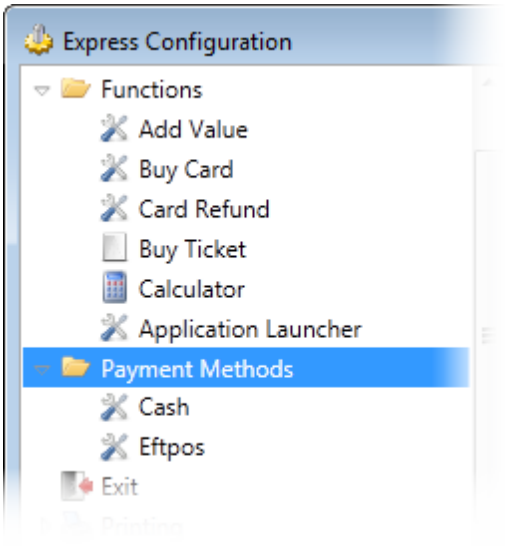
If the application must be told to close completely after completing the task, this should be supplied as a parameter. An example of this is Supervisor Print Release. It will require the parameters */x* to be supplied so that it exits back to Express when finished releasing a print job.

Label

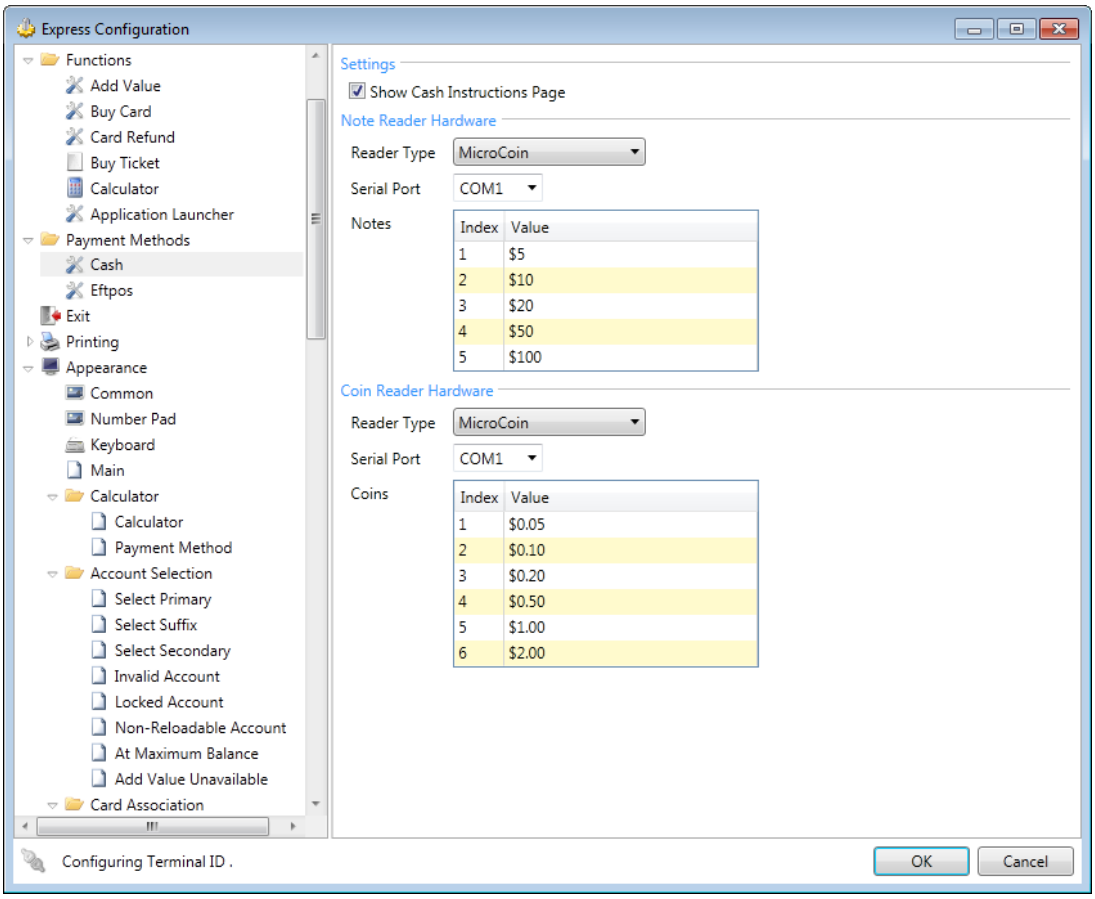
The label for the button, which will appear on the Express's main screen.

Payment Methods

This section configures the cash and Eftpos devices connected to the kiosk.



Cash



Show Cash Instructions Page

Enabling this option will display an instruction page prior to the user inserting cash. This page may contain text, graphics or animations to assist the user with the process.

Note/Coin Reader

This specifics the type of Note/ Coin Reader installed in the PC or Kiosk. If no Note/ Coin Reader is installed this should be *None.*

Com Port

The communication port that connects with the Note/ Coin Reader hardware.

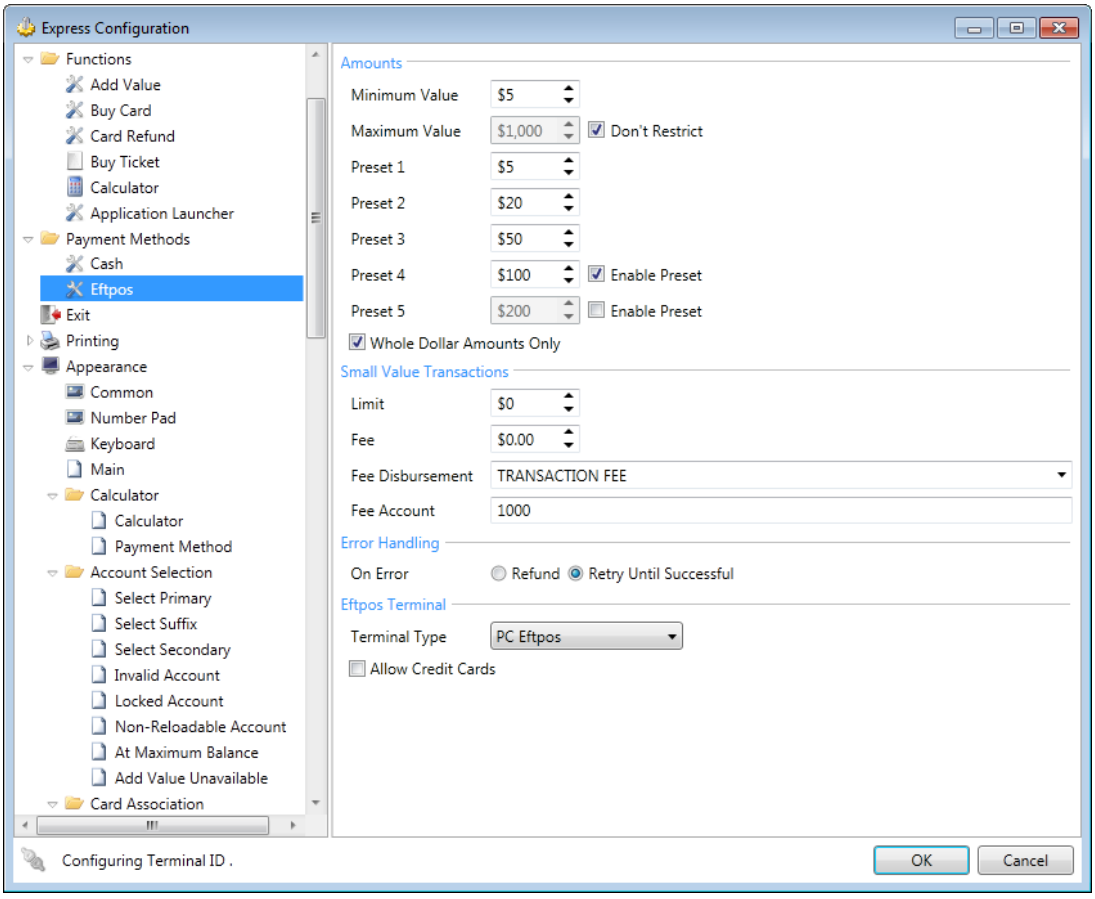
Coins

This specifies the Coin types that the hardware accepts and the value of the coins accepted by each of the channels in the coin mechanism. Once the communication port connects to the hardware this information should automatically display.

Notes

This specifies the Note types that the hardware accepts and the value of the bills accepted by each of the channels in the coin mechanism. Once the communication port connects to the hardware this information should automatically display.

Eftpos



Amounts

Minimum Value

The minimum value is the smallest amount, via an EFTPOS transaction, that the user can choose to add to their Card or Ticket. This is enforced if the user chooses to enter their amount on the on-screen keyboard rather than selecting a preset amount. If the value they enter is less than this amount they will see an error message prompting them to enter a higher amount.

Maximum Value

This is the maximum value that the user can add to their account in a single session.

Preset 1 - 5

This screen allows you to specify the five present amounts displayed for the user to select from when prompted for an amount to add to their account. The last two presets are optional and can be disabled individually.

Whole Dollar Mounts Only

When enabled, the user may only add whole dollar amounts (no cents) on to their account.

Small Value Transactions

This function enables a facility to charge a fee for any add value transaction that falls below a preset threshold.

Limit

The threshold, below which a fee will be charged.

Fee

The fee to charge if the add value transaction is below the threshold set in *Limit*.

Fee Disbursement

The disbursement (Pricing Model) used for the transaction when a fee is charged.

Fee Account

The *Primary Number* of the account that the fee is credited to. This is for auditing purposes to track the flow of money within the system.

Error Handling

This specifies the action in the event of an error after EFTPOS payment has been processed.

Refund

The Eftpos payment is refunded back to the account specified by the user when they performed the add value transaction. Not all Eftpos systems are capable of refunds, check with your Eftpos provider before enabling this option.

Retry Until Successful

As soon as Supervisor Net is online, the transaction will be attempted again.

Eftpos Terminal

Terminal Type

Specifies which terminal type has been installed on the PC or Kiosk.

Allow Credit Cards

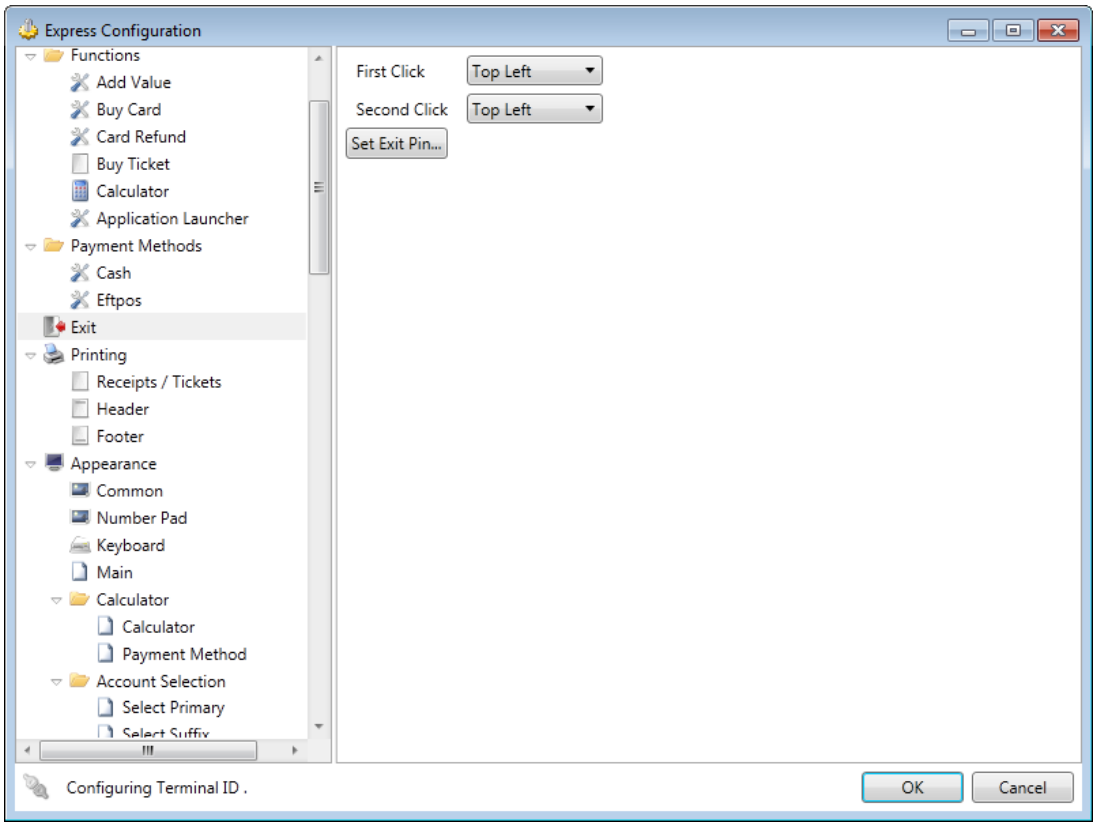
Specifies whether the Eftpos reader will attempt to use credit card accounts. If this is not enabled, the user will be notified that credit cards are not supported.

You will most likely have to have set up credit card support with your bank for this to work successfully.

Some Eftpos providers need to disable the use of credit cards at the Eftpos gateway, and it is not possible to disable them using this option. Please check with your Eftpos provider.

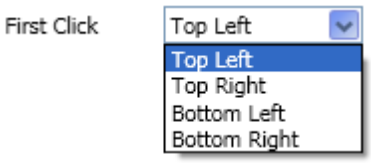
Exit Options

This category contains options regarding how the Express application can be closed.



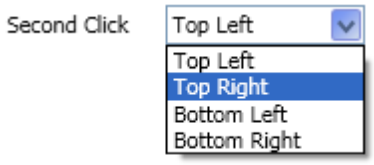
First Click

This defines a special key press sequence that will cause Express to exit. This is the first of two DOUBLE CLICKS in the exit sequence. The location of the double click can be set to any of the four settings: Top Left, Top Right, Bottom Left and Bottom Right. The purpose is to ensure that the administrator has a sequence to exit that the user would not accidentally select.



Second Click

This defines the second special key press sequence that will cause Express to exit. This is the final of the two DOUBLE CLICK sequences to exit Express. It is strongly recommended for security that this second click be in a different location to the first click selected.

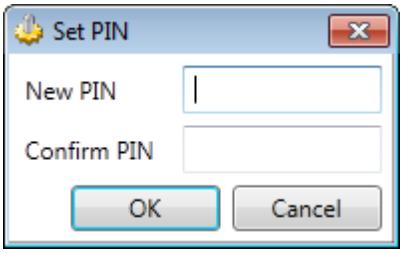


Set Exit PIN

After the double click sequence has been successfully achieved, an *Exit* button with appear in the top right hand corner. To exit the application, this button must be clicked **twice**. Clicking it once will return you to the express application.

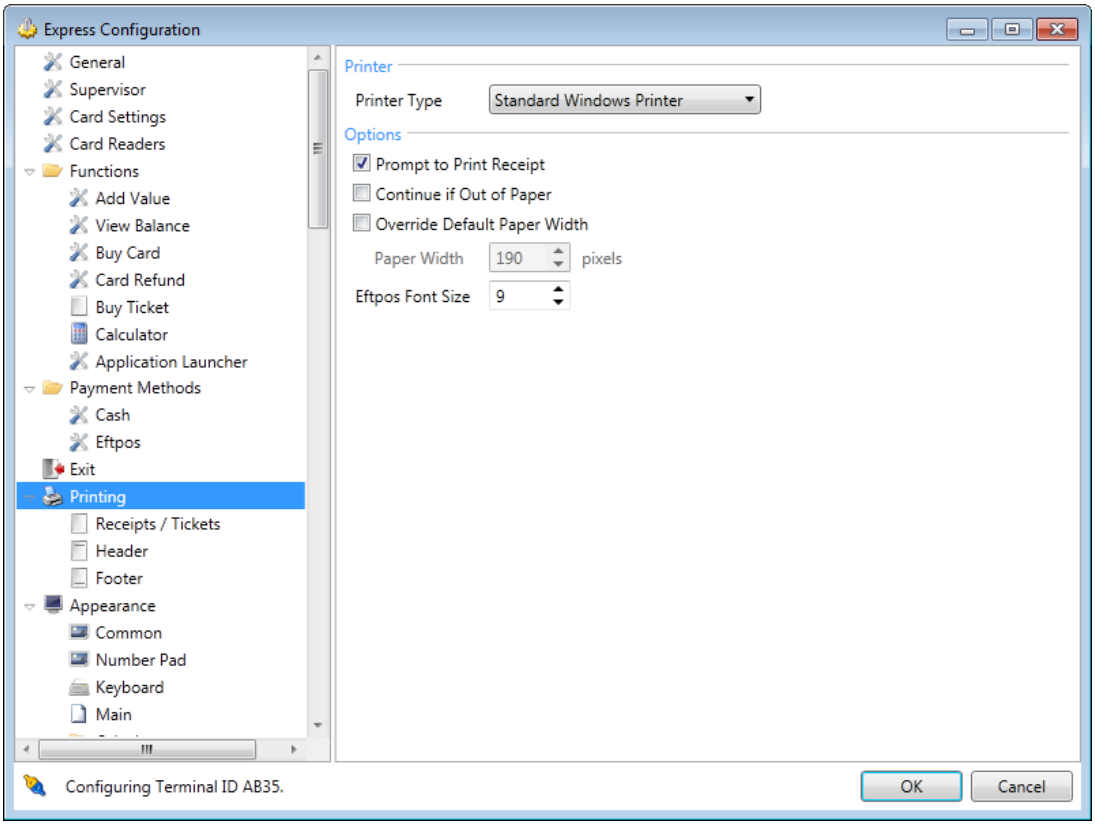
The final stage of the exit sequence is that a PIN is required to complete the exit. An on-screen keyboard will appear allowing the administrator to type in the PIN, then press *Enter* to complete the exit.

This configuration option allows the PIN to be set and confirmed.



Printing

This section configures the receipt printer, and the information printed on the receipts and tickets.



Printer Type

The drop down box will list the printer hardware connected to the PC or Kiosk to choose from.

Prompt to Print Receipt

This option, if selected, will prompt the user asking whether or not they would like a receipt once an add value transaction has completed. If this option is left un-ticked, a receipt will automatically be printed once the transaction has completed.

Continue if Out of Paper

Normal operation is for Express to go out of service if there is no paper in the receipt printer. Enabling this option will cause Express to continue to operate, even if the receipt printer has no paper.

Override Default Paper Width

This option, if selected allows the user to modify Paper Width.

Eftpos Font Size

Enables you to configure the size of the Eftpos font on the printed receipt.

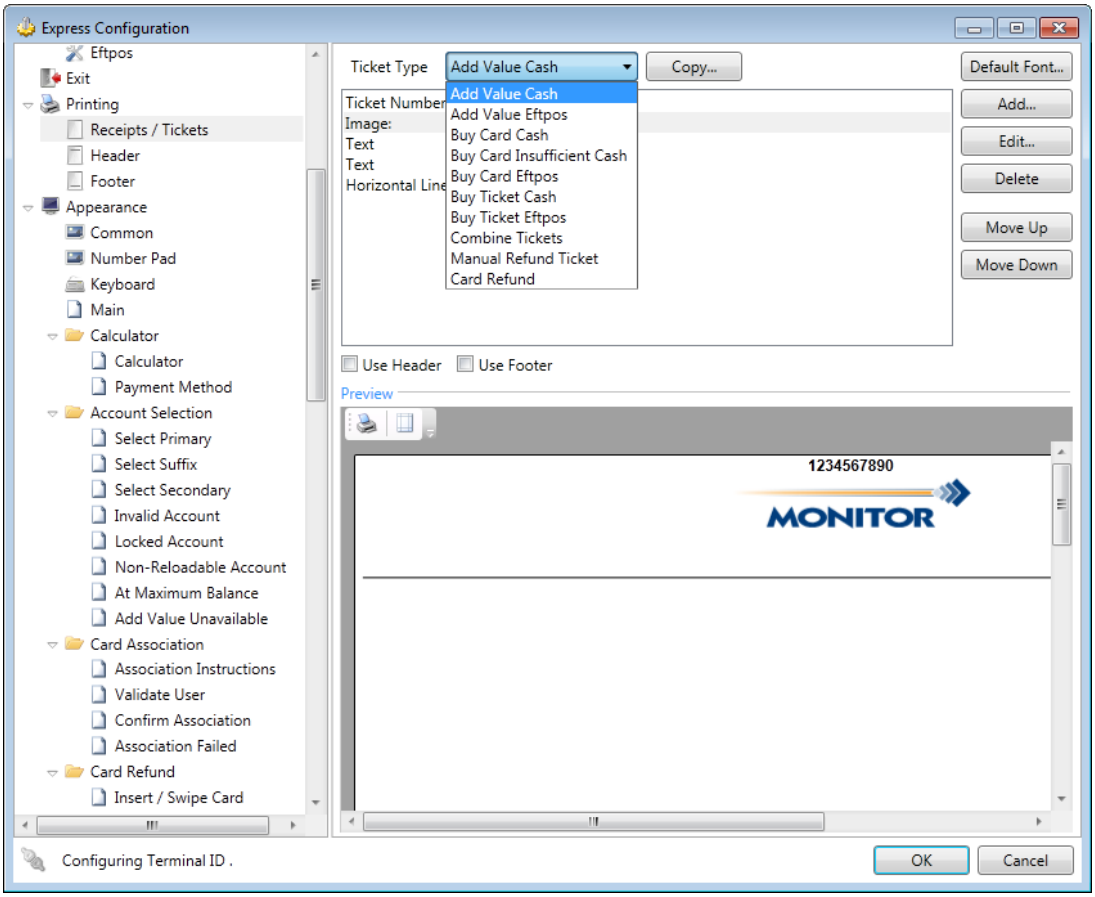
Receipts/ Tickets

The receipts/ tickets formatting allows you to create and customise the format used for the printed receipt/ ticket.

A receipt/ ticket is made up of a number of elements, each of which represents a line of the

ticket. An element can be an image, text, a horizontal line, and several different types of predefined text, such as the purchase amount and ticket number.

The receipt/ tickets editing screen is shown below.



The top list displays the *Ticket Type* line elements, in the order they are printed on the receipts/ tickets. You can add new elements by pressing the *Add* button, delete the selected element by pressing the *Delete* button, and re-arrange the order of the elements by selecting an element and using the *Move Up* and *Move Down* buttons to move it higher or lower in the list.

The lower half of the window shows a *preview* of the receipt/ tickets, as it will print on the default Windows printer. If you want to display it as it will print on the kiosk, you should set your printer to the same as the printer in the kiosk.

Ticket Type

There are seven ticket types. Ticket types will appear based on the Functions and Payment Methods selected in the earlier configuration settings. To create the ticket type - select from the drop down box then click *Add.*

Use Header

This tick box gives you the option for each receipt/ ticket type to choose whether the Header is to be applied. The Header is the top section of the Receipt/ Ticket and can be set to have

any of the many line elements added such as *Text* for Company Name, Address, Phone no etc or *Image* showing the company's logo. There are many line element options available. These are detailed under Add Line Elements.

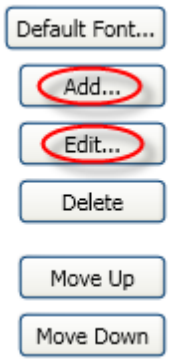
Use Footer

This tick box gives you the option for each receipt/ ticket type to choose whether the Footer is to be applied. The Footer is the bottom/ end section of the Receipt/ Ticket and can be set to have any of the many line elements added such as *Date of Purchase*, *Transaction Reference Number* or *Terminal ID* for example. All line element options are detailed under Add Line Elements.

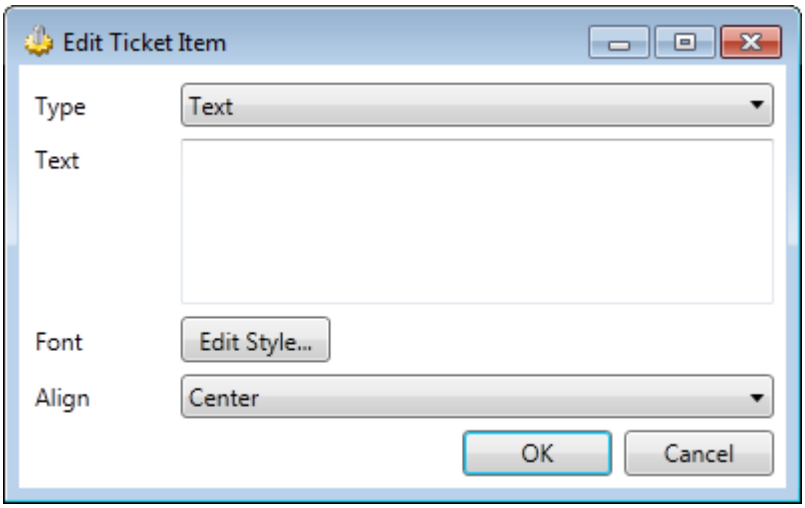
Line Elements

A line element represents the information that you'd like to appear on the receipt/ tickets.

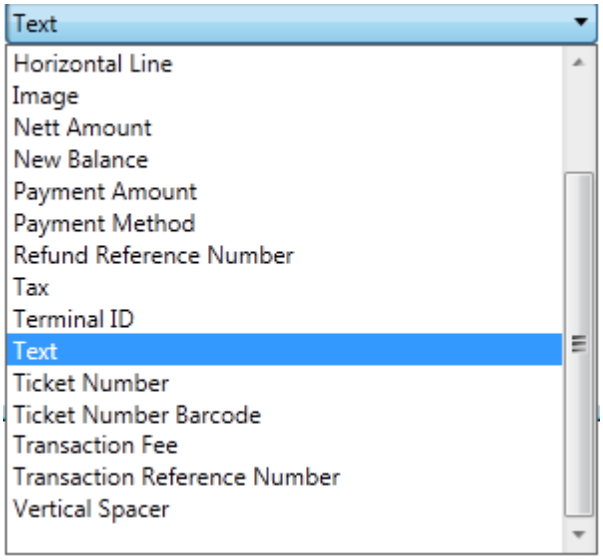
Line elements can be created by clicking the *Add* or *Edit* button on the right side of the window.



This displays the following dialog:



Choose the type of element you want to add by selecting it from the *Type* drop-down box:



Example of Line Elements added:

Card Number

Displays the user's card number aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Date of Purchase

Displays the date of purchase and time consistent with the formatting used in the Supervisor Net settings. The date is aligned to the right side of the page. You can also enter text which will be aligned to the left of the page. See the Date Formatting Codes section for more information on formatting the date

Encrypted Card Number

Displays the card number as a encrypted series of letters aligned to the right side of the page. The line can also include text that is aligned to the left edge of the page.

The card number can be decrypted in Supervisor Administrator if you need to find the account that matches the receipt.

Expiry Date

Displays the expiry date and time consistent with the formatting used in the Supervisor Net settings. The date is aligned to the right side of the page. You can also enter text which will be aligned to the left of the page. See the Date Formatting Codes section for more information on formatting the date.

Horizontal Line

Displays a horizontal line. The thickness of the line can be set using the Thickness setting.

Image

Displays a jpg, png, tiff, bitmap image. Select the file containing the image using the Select button in Other Properties. A preview will be shown in the lower part of the dialog. You can also adjust the horizontal alignment of the image on the page to Left, Center, Right.

Net Amount

Displays the value of the receipts/ tickets. The value will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

New Balance

Displays the updated value of the users account following the successful transaction.The value will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Payment Amount

Displays the amount paid for the Card/ Ticket include any fee. The amount will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Payment Method

Displays the method used to pay for the Card/ Ticket. The method description will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Refund Reference Number

Enter topic text here.

Tax

Displays the tax component of the Receipt/ Tickets. The tax rate is set using the Rate edit box. The amount will be aligned to the right side of the page, and you can also enter text which will be aligned to the left side of the page.

Terminal ID

Displays the terminal ID code on the Receipt/ Ticket.

Text

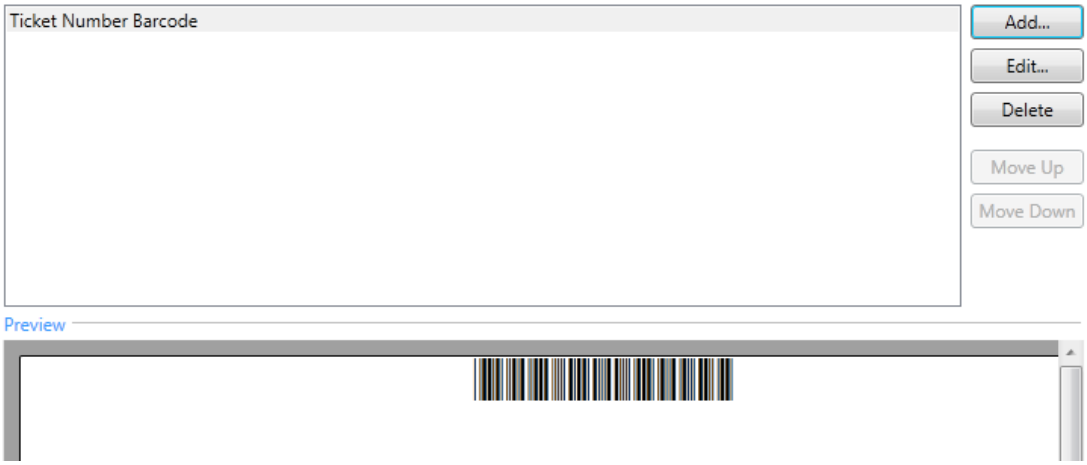
Displays a line of text. The font and alignment of the text can be adjusted as necessary.

Ticket Number

Displays the casual ticket number. (When printing a casual ticket)

Ticket Number Barcode

Displays the casual ticket number as a barcode. (When printing a casual ticket).



Transaction Fee

Displays the fee deducted from the payment amount. The fee will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Transaction Reference Number

Displays the terminal generated reference number of the transaction. This transaction reference number can be queried from the database in the future to find the transaction.

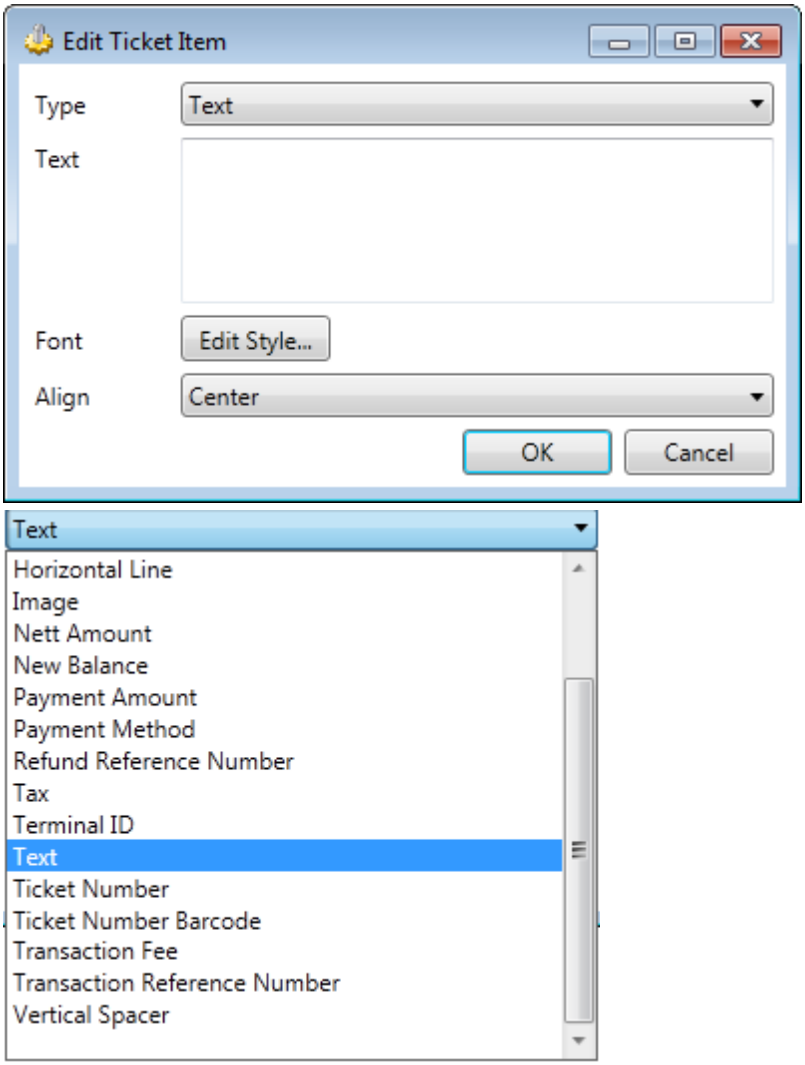
The fee will be aligned to the right side of the page. You can also enter text which will be aligned to the left side of the page.

Verticle Spacer

Creates a vertical space (like a blank line) on the Receipts/ Tickets. The height of the space is given by the Spacing setting.

Add Line Element

Add new elements by pressing the *Add* button. This displays the dialog shown below:

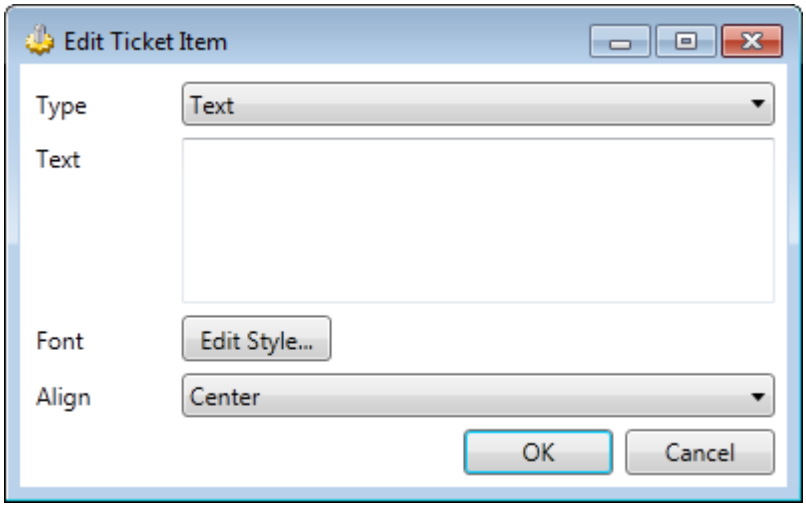


Choose the type of element you want to add by selecting it from the *Type* drop-down box (shown above).

The text appearance can be selected using the *Edit Style* button, and you can change the position of the text on the line using the *alignment* drop-down box. If you want to use a consistent font on your receipt/ ticket you can set up a default font by pressing the *Default Font* button. All new elements will then use that font as their default.

Edit Line Element

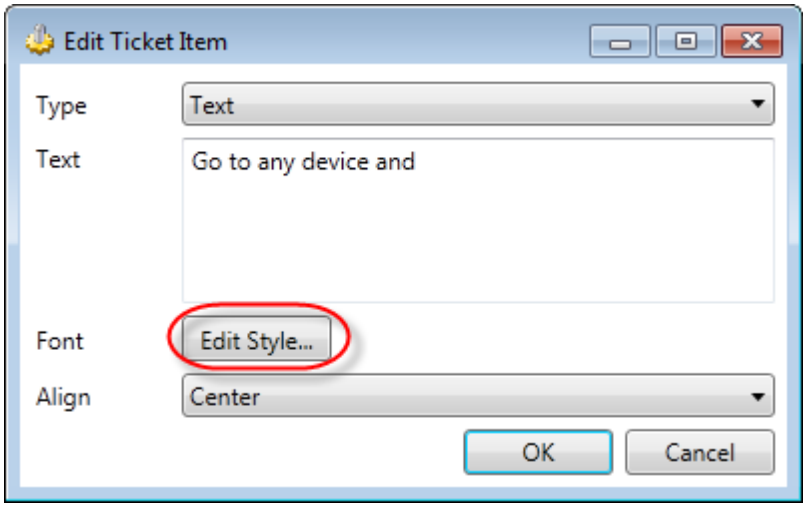
Attributes of the line elements can be edited by pressing the *Edit* button. This displays the dialog shown below:



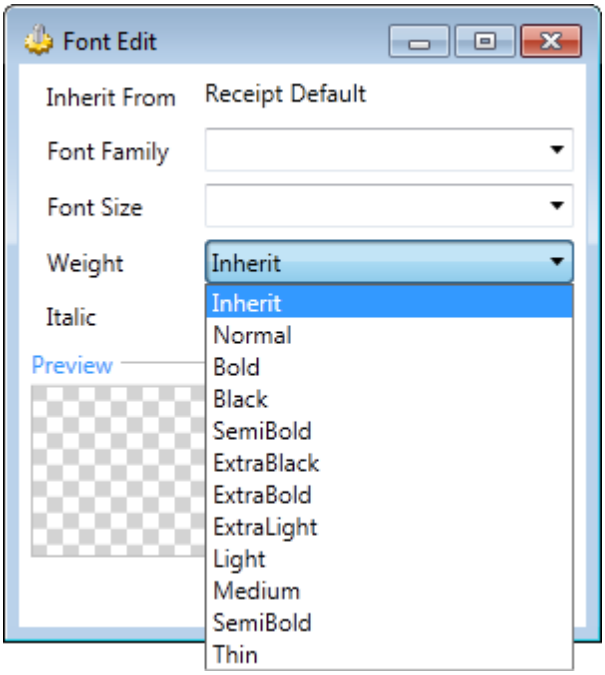
Within this *Edit Ticket Item* box you can edit and change the *Type* from the drop down menu and amend the text, font or alignment.

Edit Style

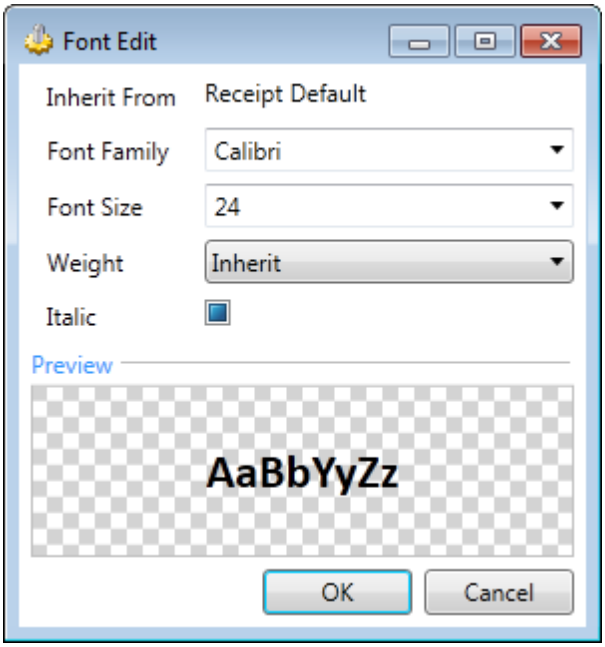
Click on the *edit style* button.



The Font Family, Size and Weight can be selected from the drop down boxes.



A preview of the selection style appears in the *preview* pane.

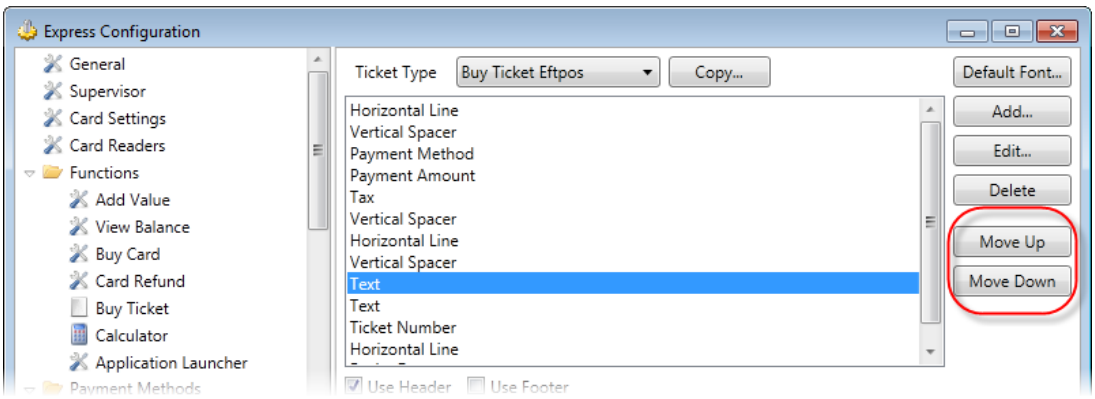


If you wish to edit the the default font to have a consistent style on all line elements refer to Default font. By choosing *Inherit*, you are electing to use the value in the *default font.*

Edit Position

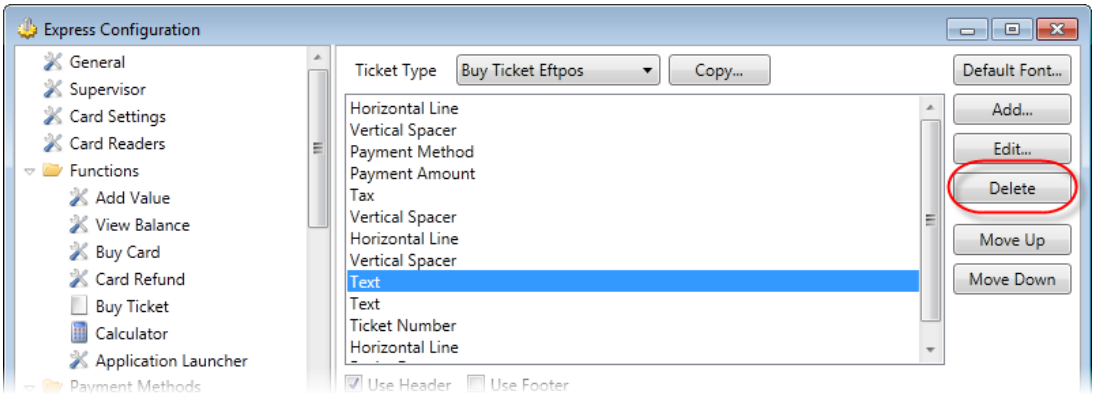
You can also edit the position of the line element by clicking on either the *Move Up* or *Move Down* buttons.

Keep clicking on the *Move Up* or *Move Down* button until you have the line element in the position you require.



Delete Line Element

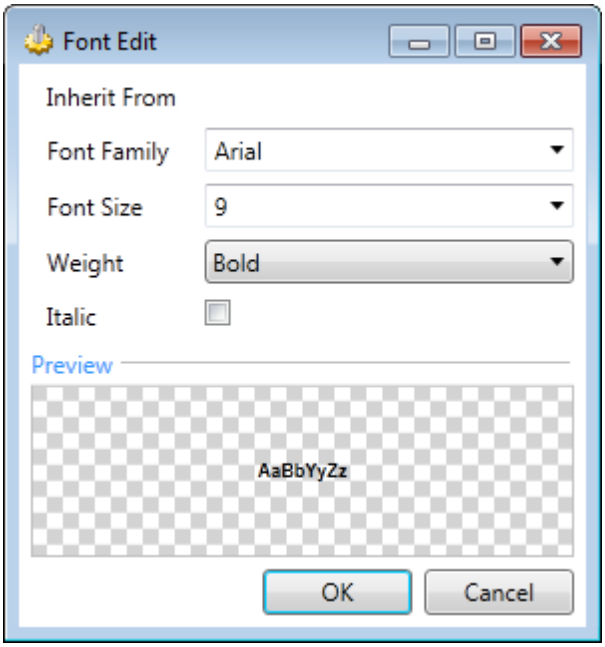
To delete any unwanted line element highlight the line element and click on the *Delete* button to remove.



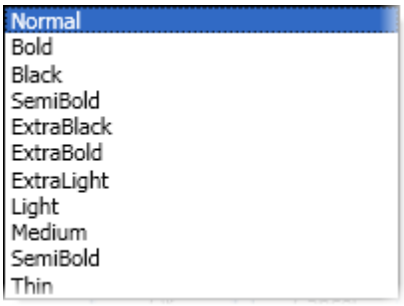
Default Font

The *Default Font* function controls the default appearance of the receipt / ticket text.

By using the *Default Font* you can standardise all text and line elements (that haven't already been individually customised) to pre-defined font styles and sizes. Using the arrow down button on each of the drop boxes you can edit the font and size.

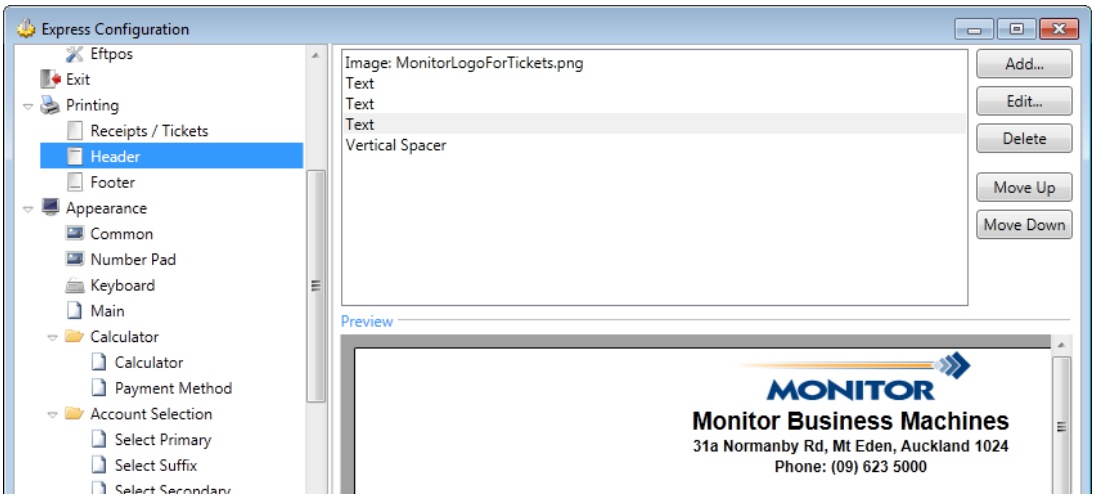


The weight option gives additional style to the font and size chosen (see below).



Header

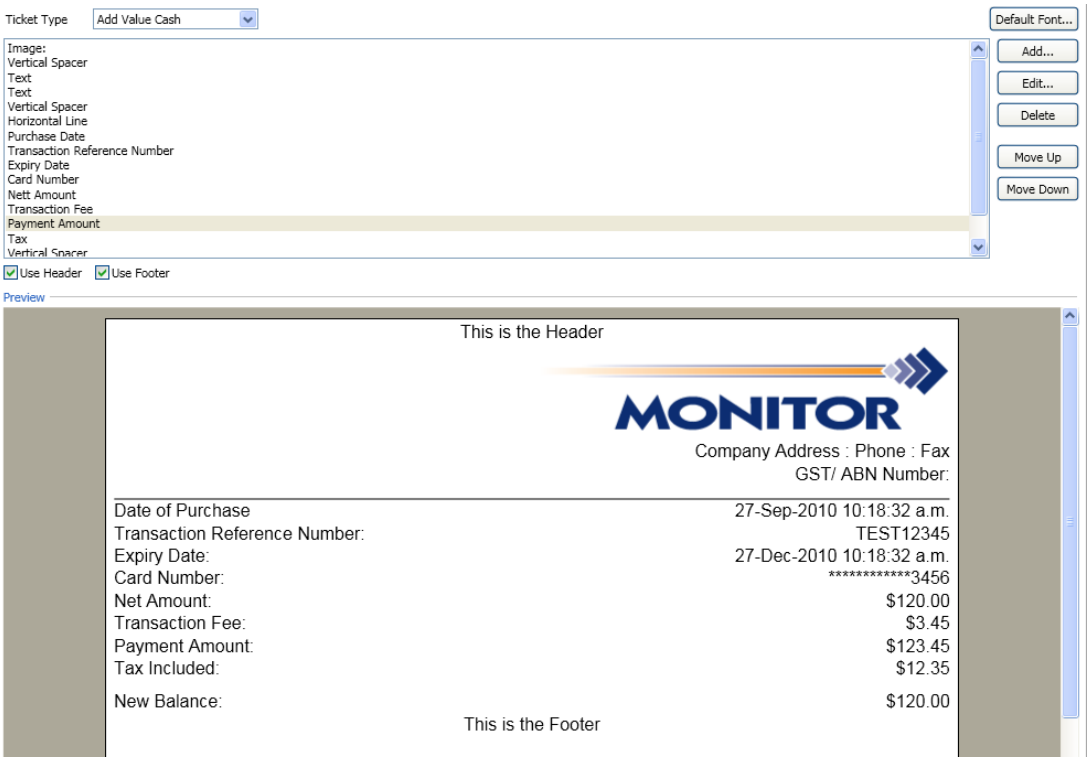
This option allows you to enter text or any other line element into the Header space on selected Receipt/ Tickets.



The header is a recommended option for reoccurring items such as *Ticket No, Image* or *Text*. Refer to the list of Line Elements for details on the line elements available for adding to the header.

The Header will appear on Receipt/ Tickets where the *Use Header* option has been ticked in the Receipts/ Tickets section of the configuration settings.

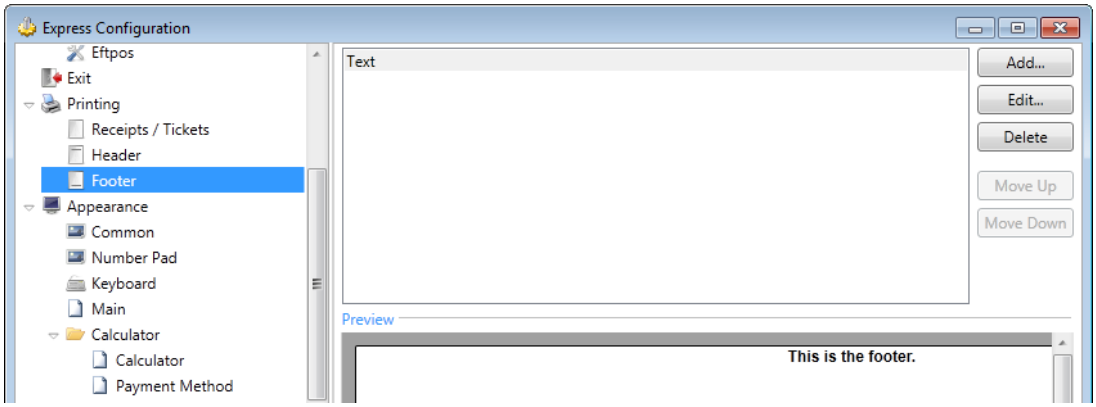
There is no limit to the number of line elements that can be added to the Header.



Footer

This option allows you to enter text or any other line element into the Footer space on the Receipt/ Tickets.

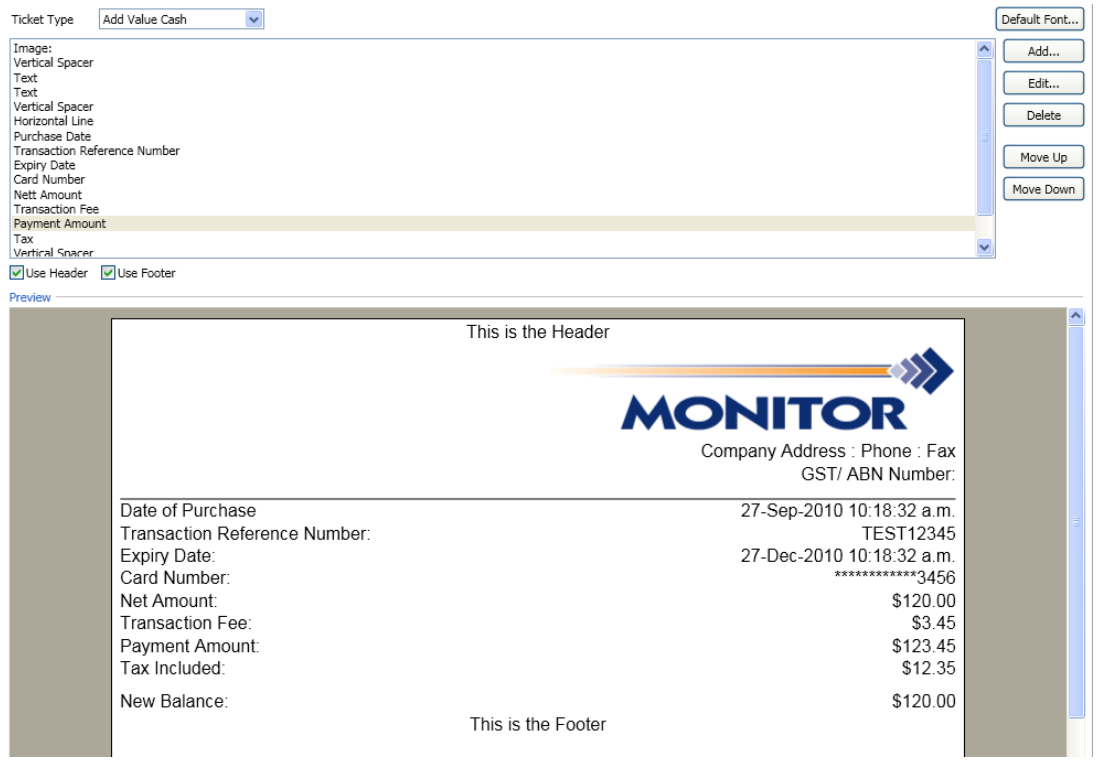
The Footer space begins at the bottom of the main line elements.



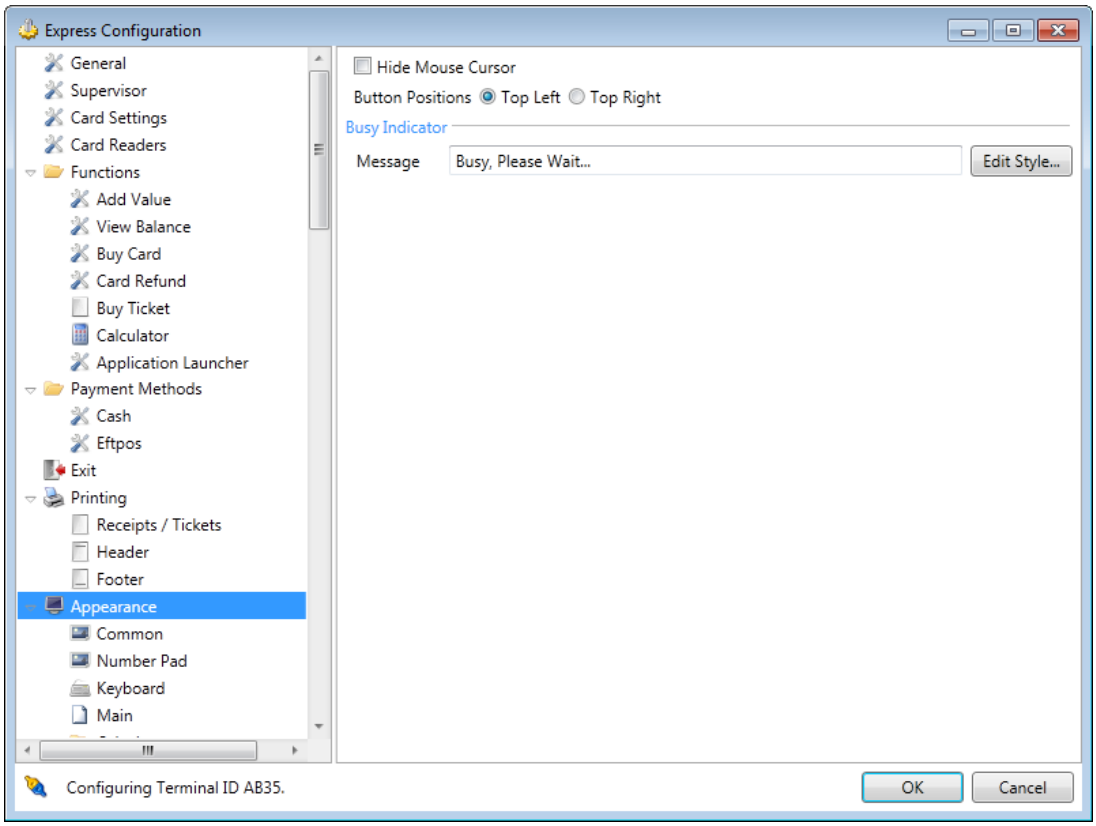
The footer is a recommended option for reoccurring items such as Date of Purchase and Terminal ID. Refer to the list of Line Elements for details on the line elements available for adding to the footer.

The Footer will appear on Receipt/ Tickets where the *Use Footer* box has been ticked in the section Receipts/ Tickets of the configuration settings.

There is no limit to the number of line elements that can be added to the Footer.



Appearance



Hide Mouse Cursor

Specifies whether the Windows cursor is visible on-screen. In general this should be turned off for a touch-screen kiosk, but it may be useful to have it on during setup or if the application is being used with a mouse.

Button Positions

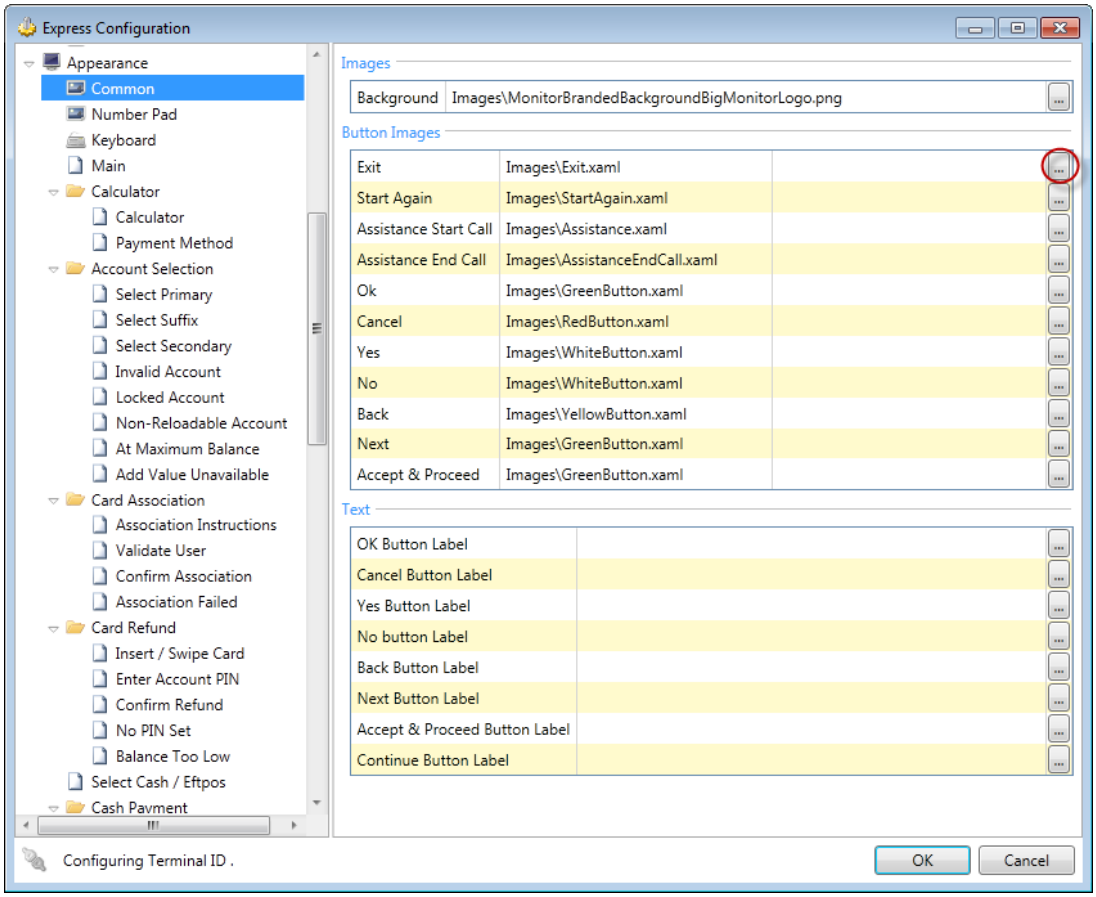
Select special function buttons position - either Top Left or Top Right. Special functions are things such as the Home button, Exit and call for assistance.

Busy Indicator

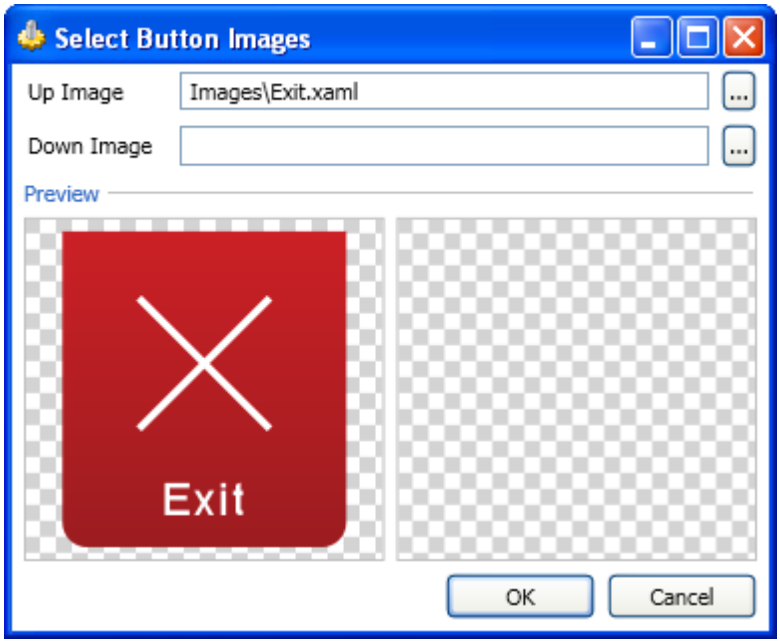
Enter the text message for when Express is thinking/ busy. Click on *Edit Style* to customise the font and size of message.

Common

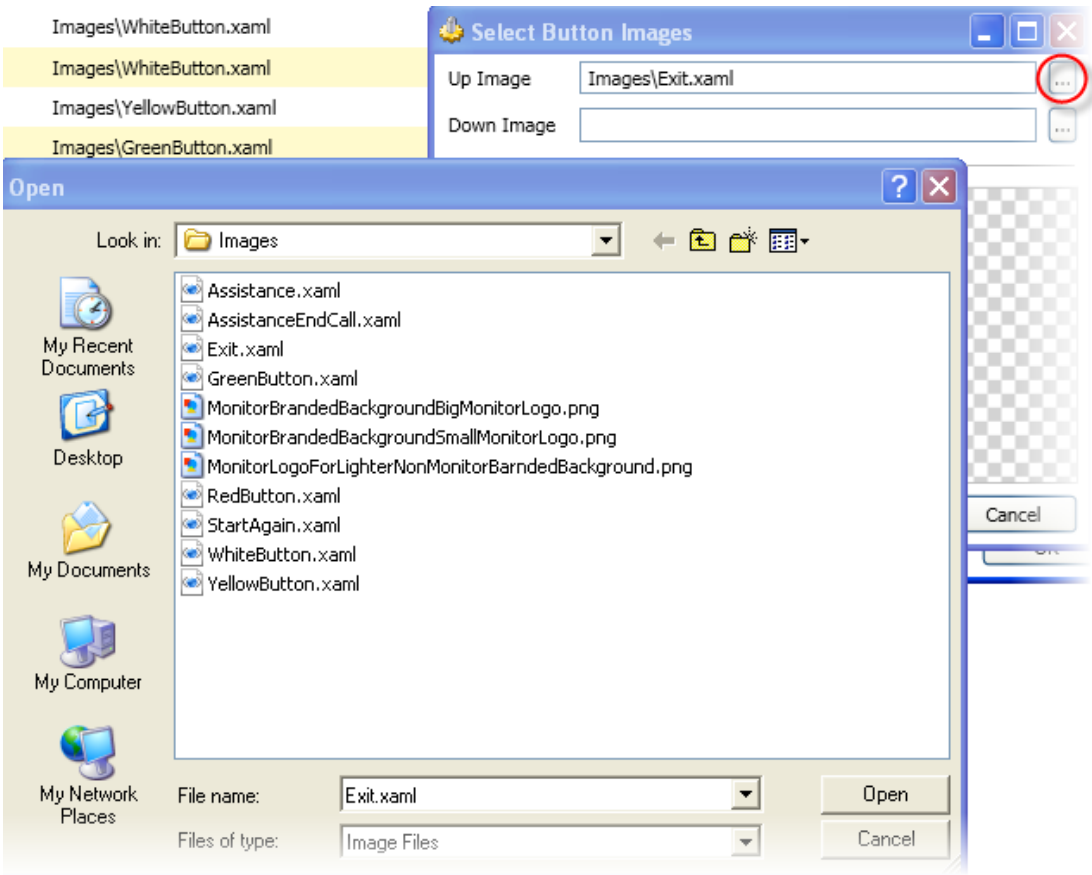
This section holds all the Common images for Background, Button and Button Text used throughout the Express application.



By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



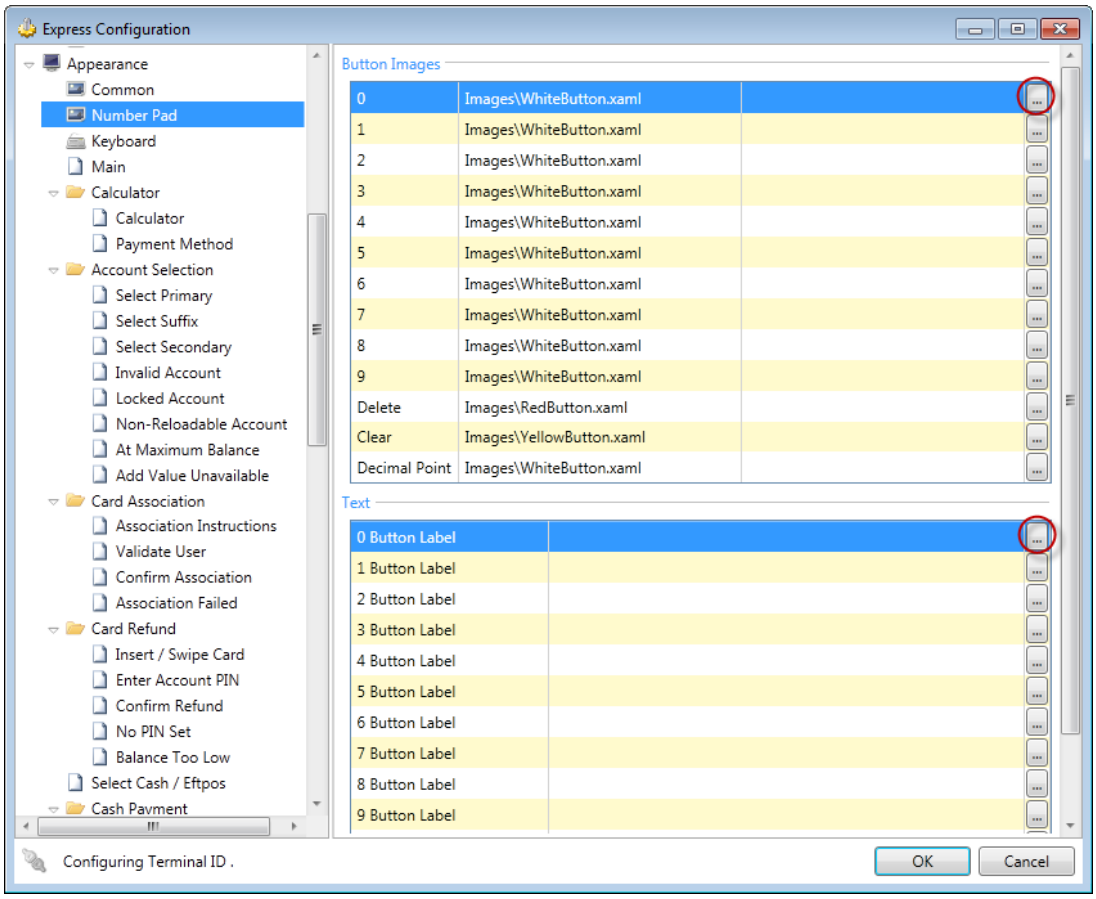
To change the selected image click on the side box button and select another image from another location.



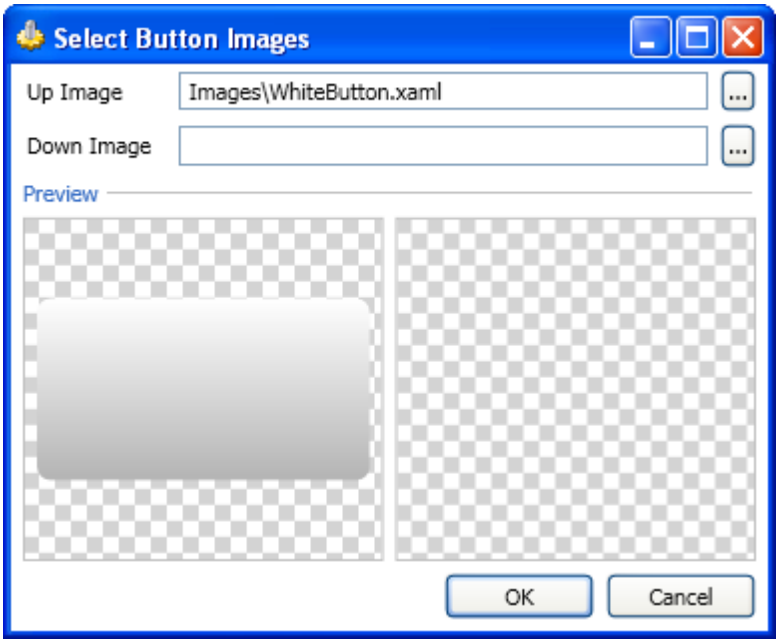
Then click *OK* to accept the changes or *Cancel* to return to the previous configuration Screen.

Number Pad

This section holds all the Button images and Button Text used for the Number Pad.



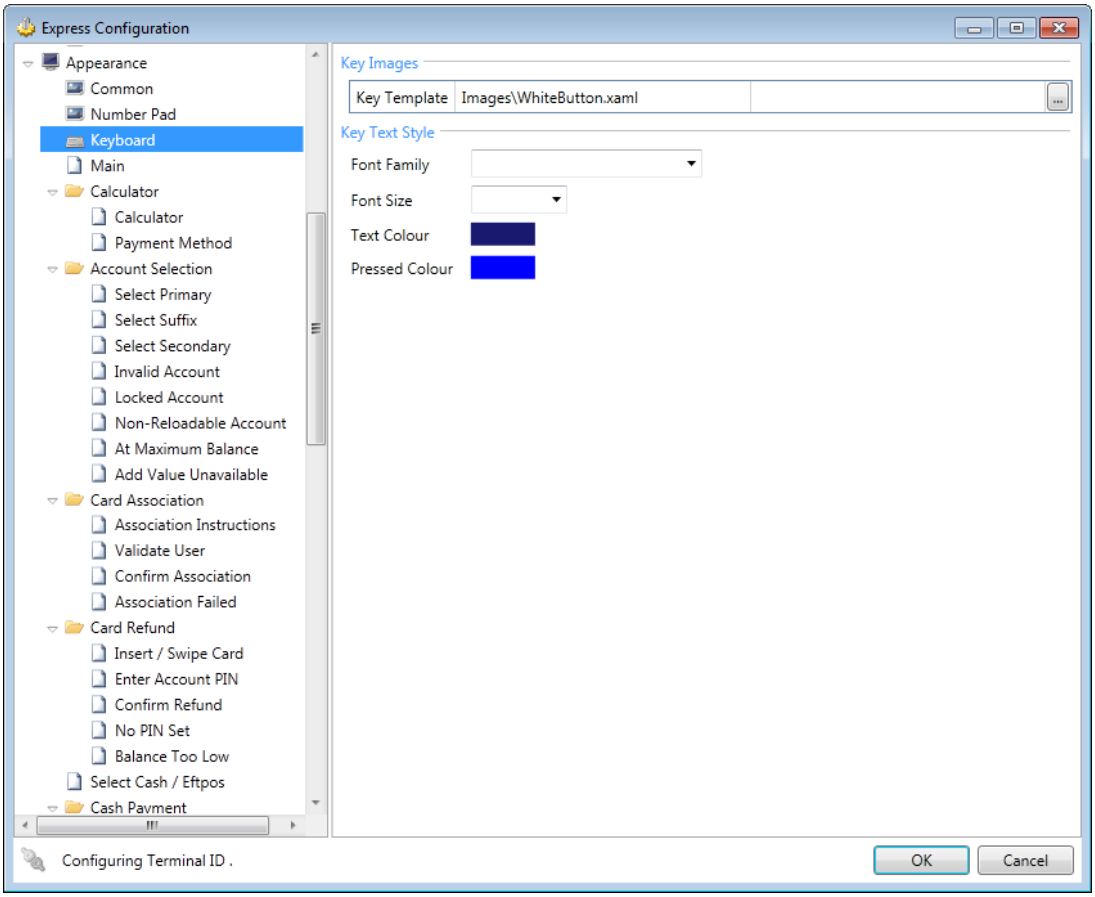
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



To change the selected image click on the side box button and select another image from another location. Then click *OK* to accept the changes or *Cancel* to return to the previous configuration Screen.

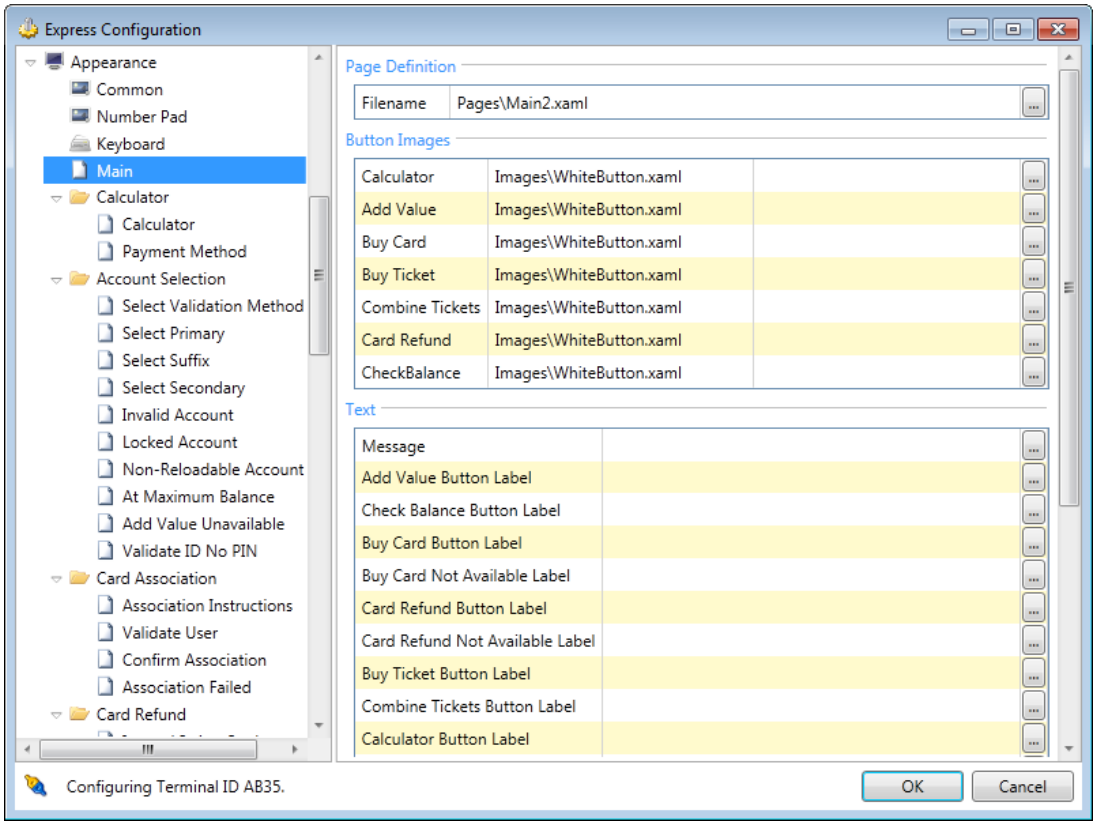
Keyboard

This section holds all the Keyboard image and Key Text Style used for the Keyboard.

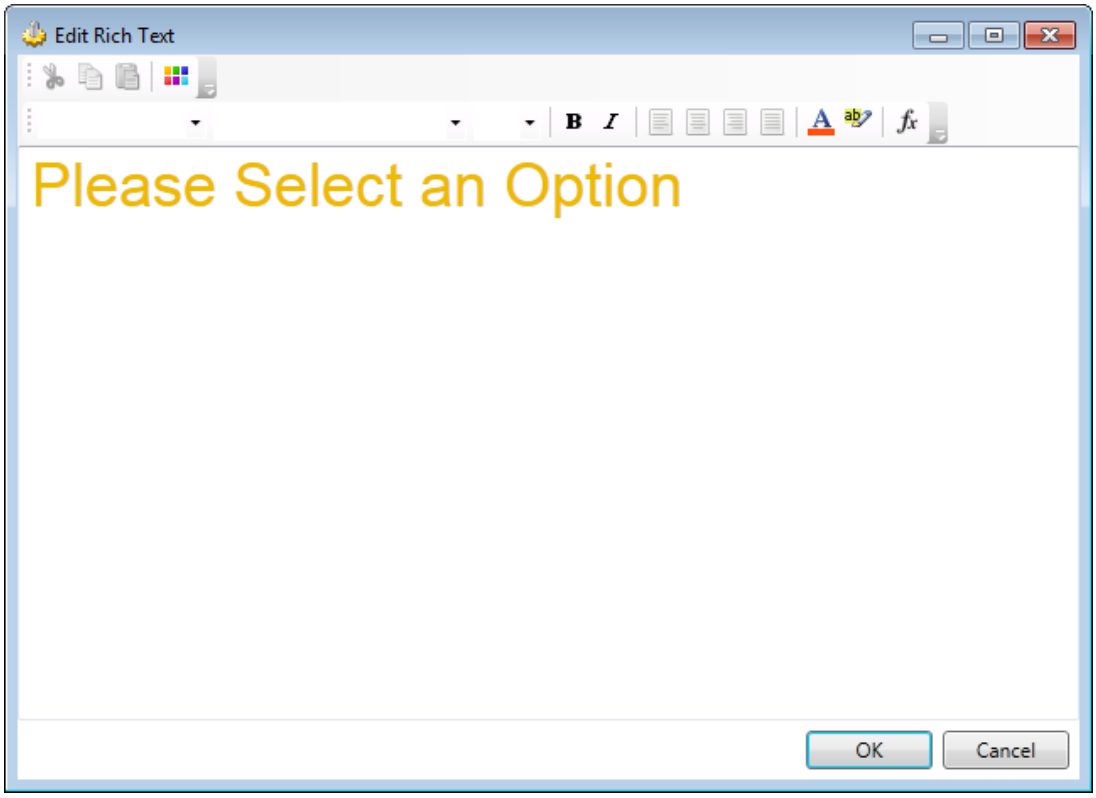

Express Configuration
Appearance
Common
Number Pad
Keyboard
Main
Calculator
Calculator
Payment Method
Account Selection
Select Primary
Select Suffix
Select Secondary
Invalid Account
Locked Account
Non-Reloadable Account
At Maximum Balance
Add Value Unavailable
Card Association
Association Instructions
Validate User
Confirm Association
Association Failed
Card Refund
Insert / Swipe Card
Enter Account PIN
Confirm Refund
No PIN Set
Balance Too Low
Select Cash / Eftpos
Cash Payment
Key Images
Key Template
Images\WhiteButton.xaml
Key Text Style
Font Family
Font Size
Text Colour
Pressed Colour
Configuring Terminal ID .
OK
Cancel

Main

This section holds all the Main Function images and text used throughout the Express application.

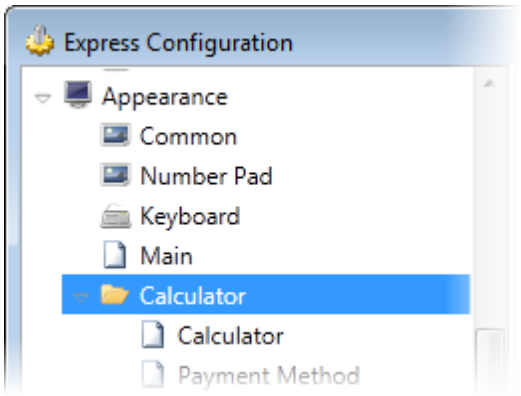


By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



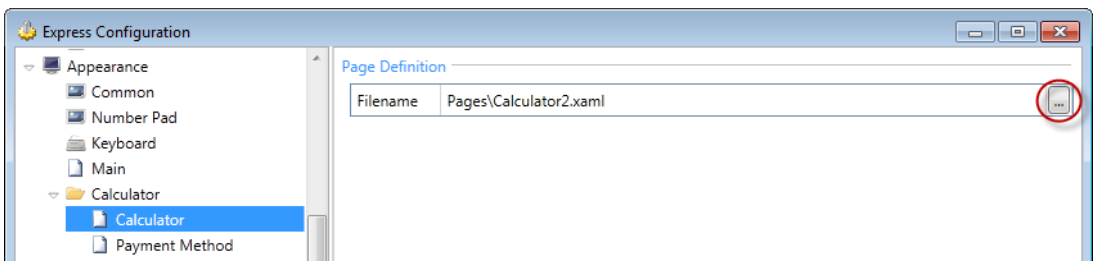
Calculator

This section holds all the Calculator images and text used throughout the Express application.



If no message is specified, the default is used. Enter a new message by selecting an item, pressing the *Edit* button, and typing a message. To reset a message back to its default, select it and press the *Cancel* button.

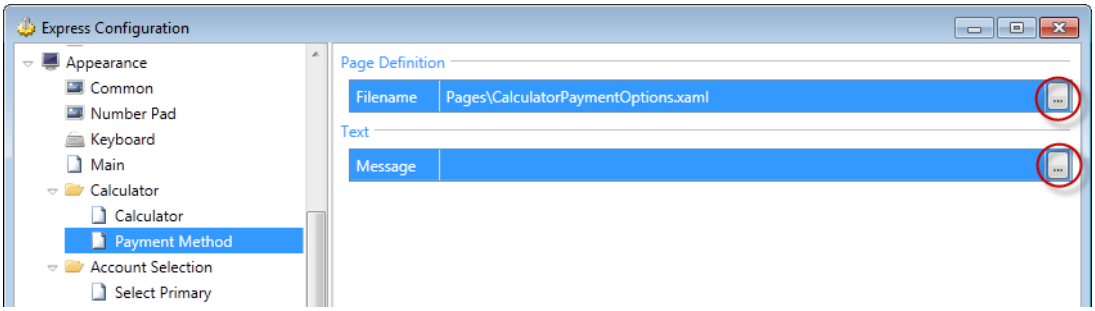
Calculator



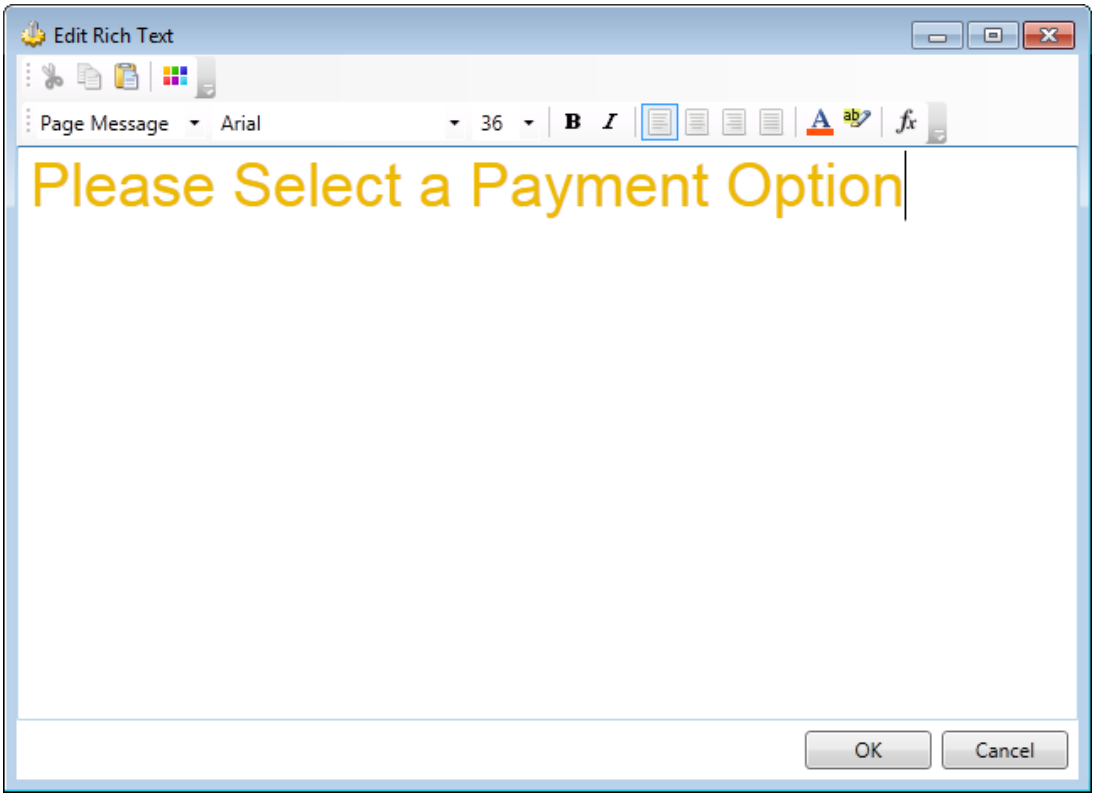
By clicking on the buttons to the right of the page, the image is opened. This allows another image to be selected.

Then click *OK* to accept the new image or *Cancel* to return to the previous configuration Screen.

Payment Method

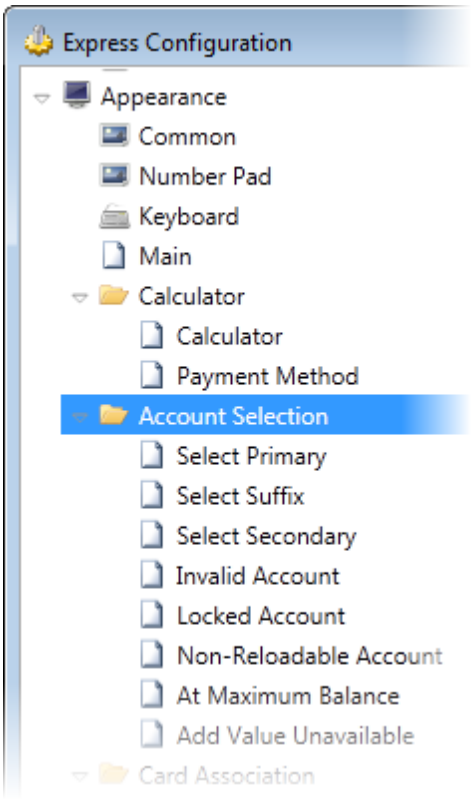


By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



Account Selection

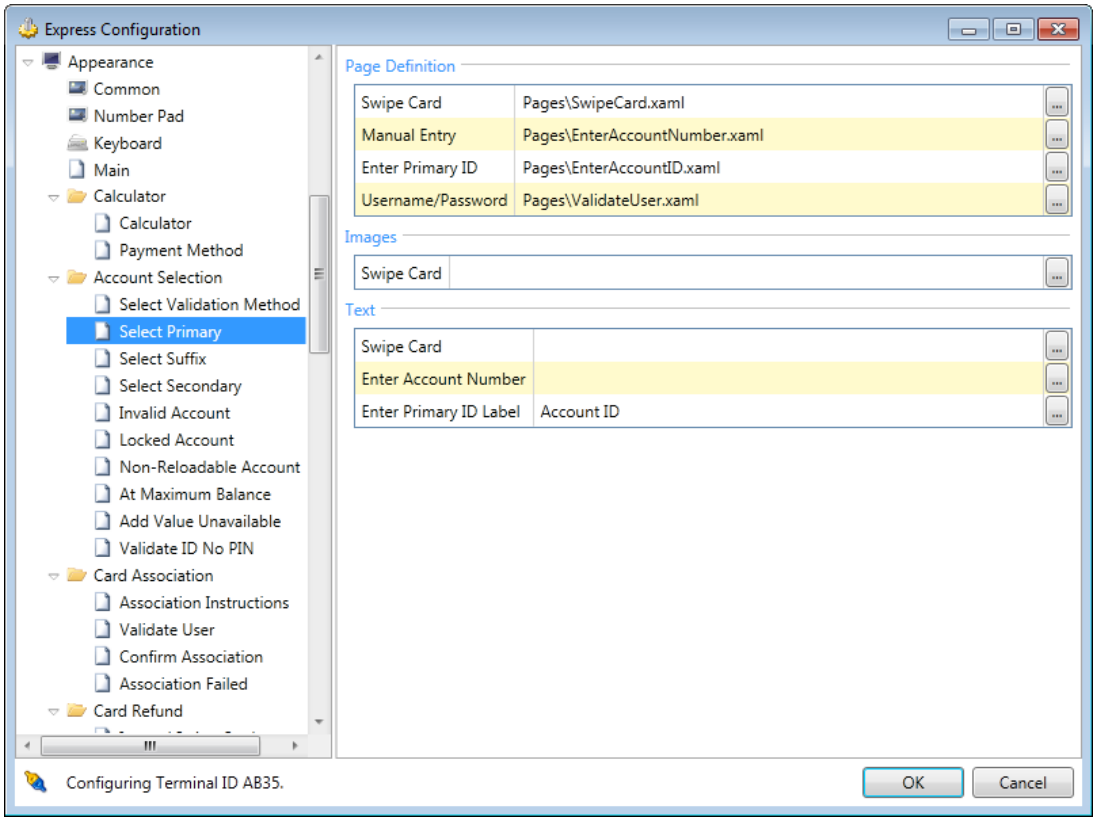
This option allows you to customise the messages displayed during the Account Selection process.



If no message is specified, the default is used. Enter a new message by selecting an item, pressing the *Edit* button, and typing a message.

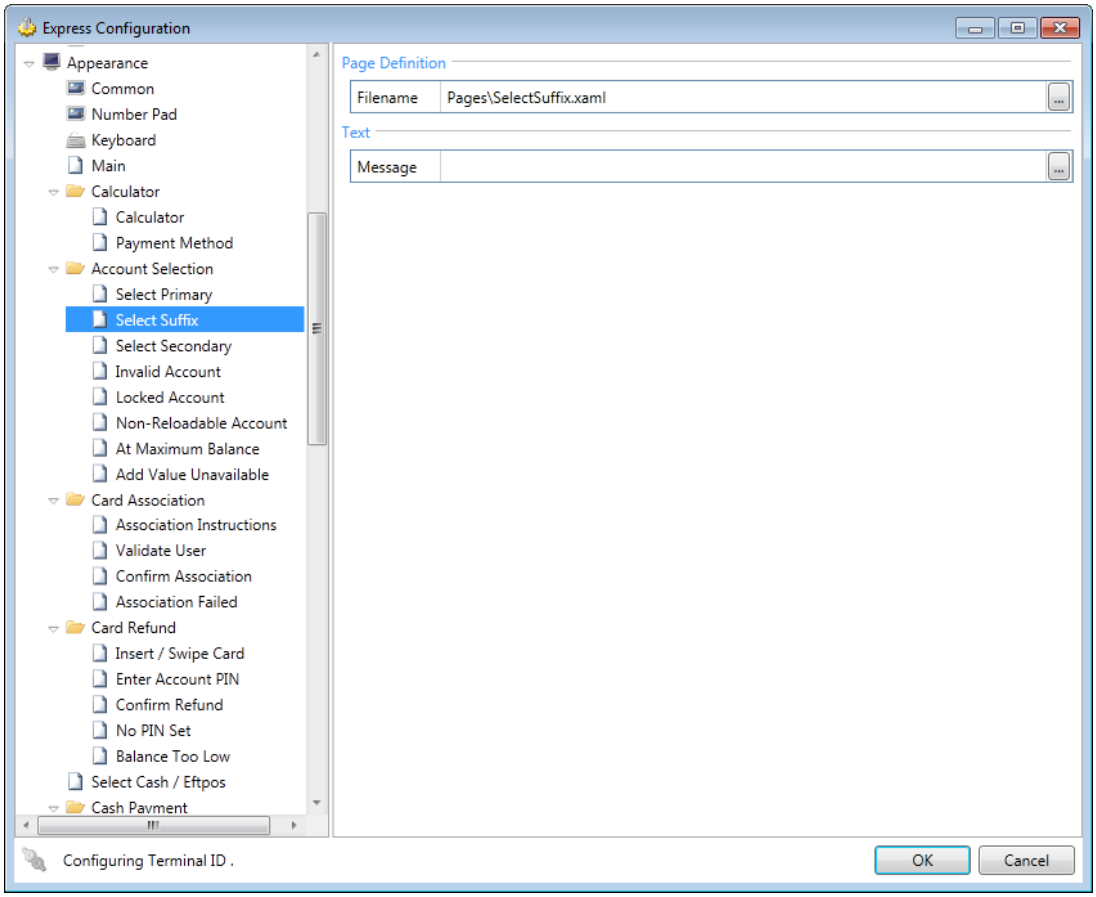
Select Primary

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



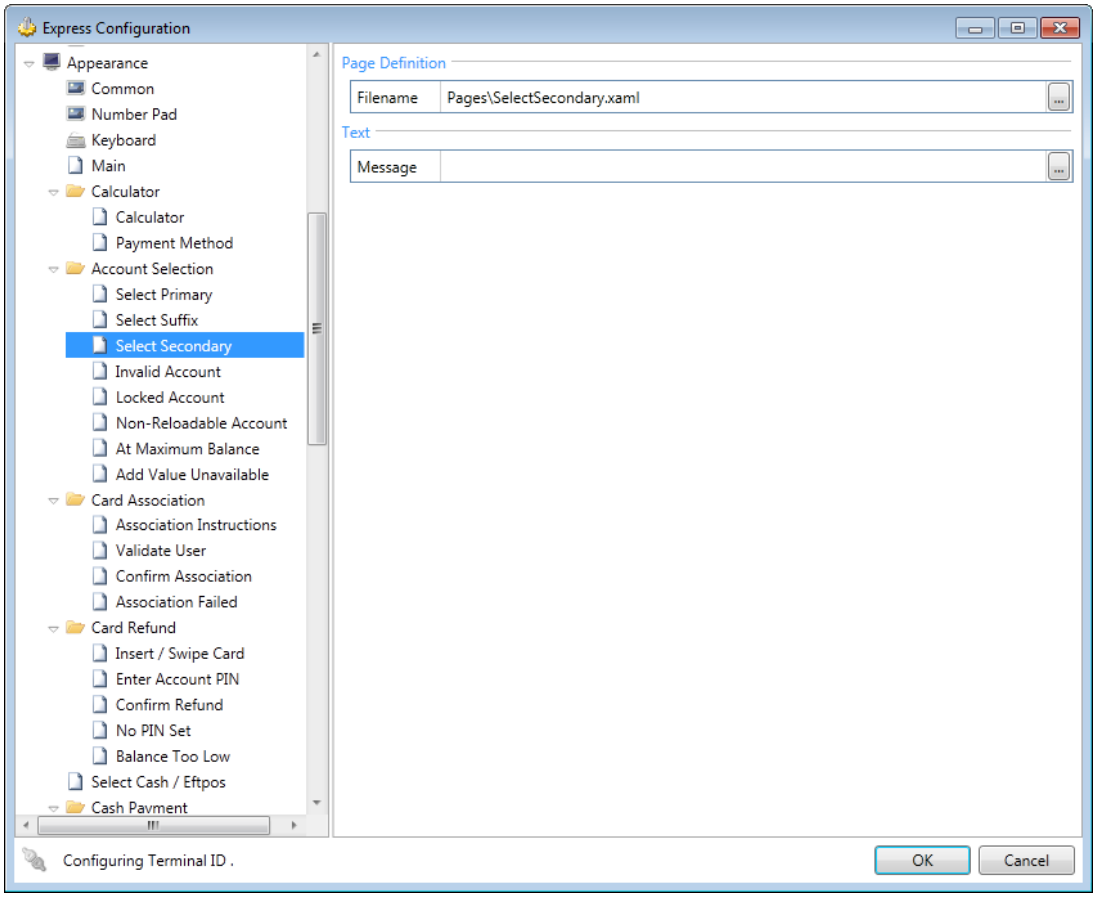
Select Suffix

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



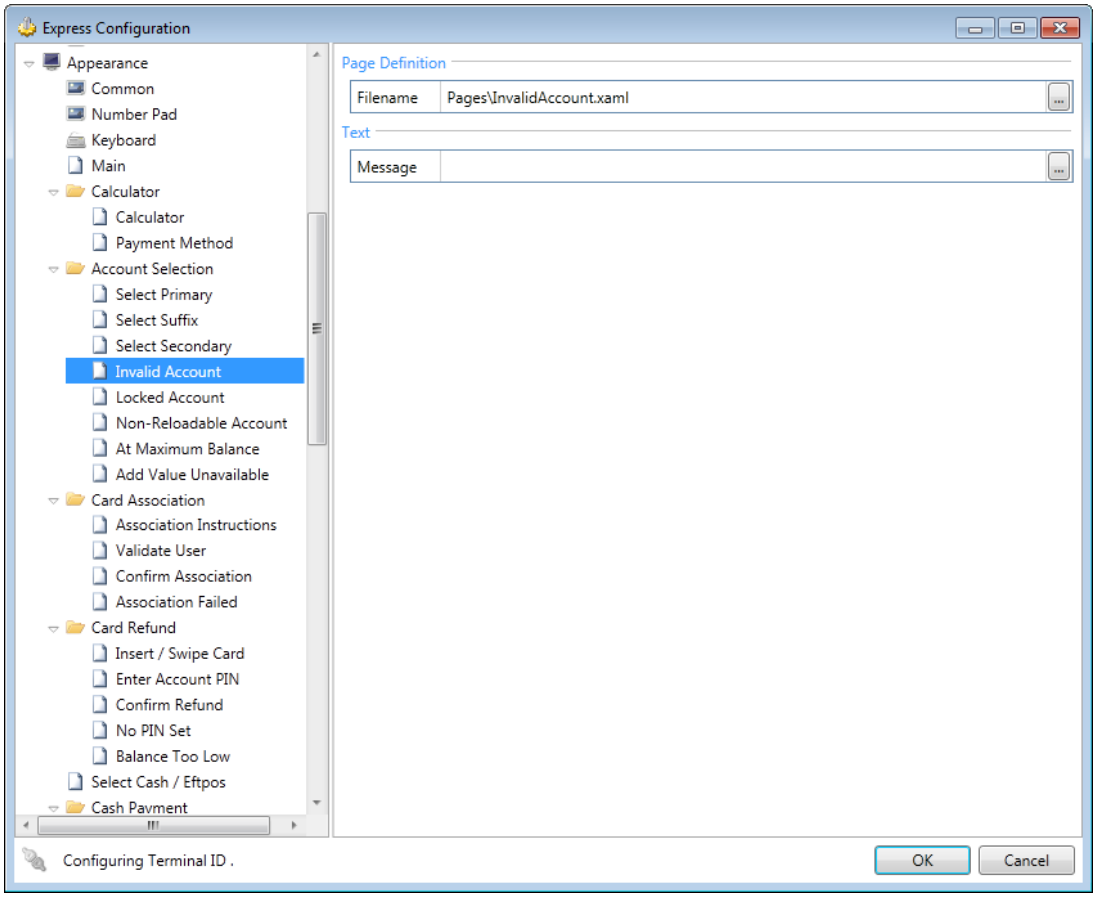
Select Secondary

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.

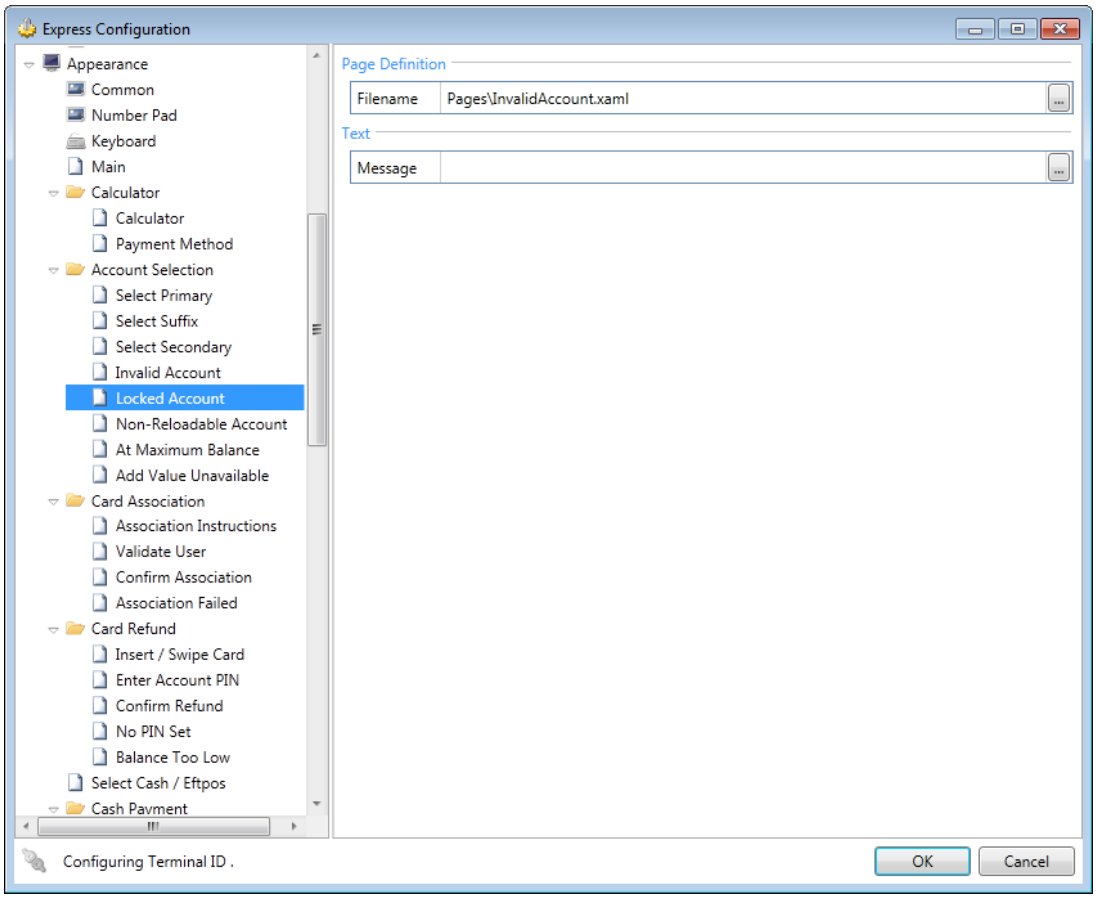


Invaild Account

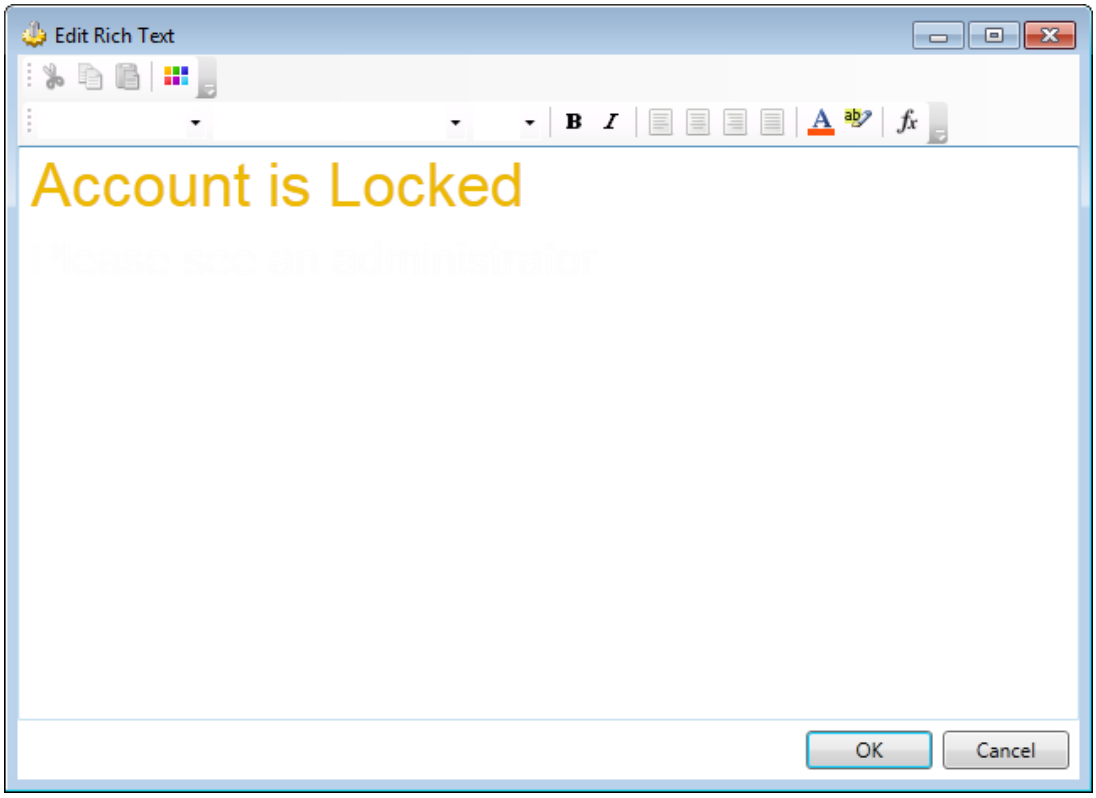
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



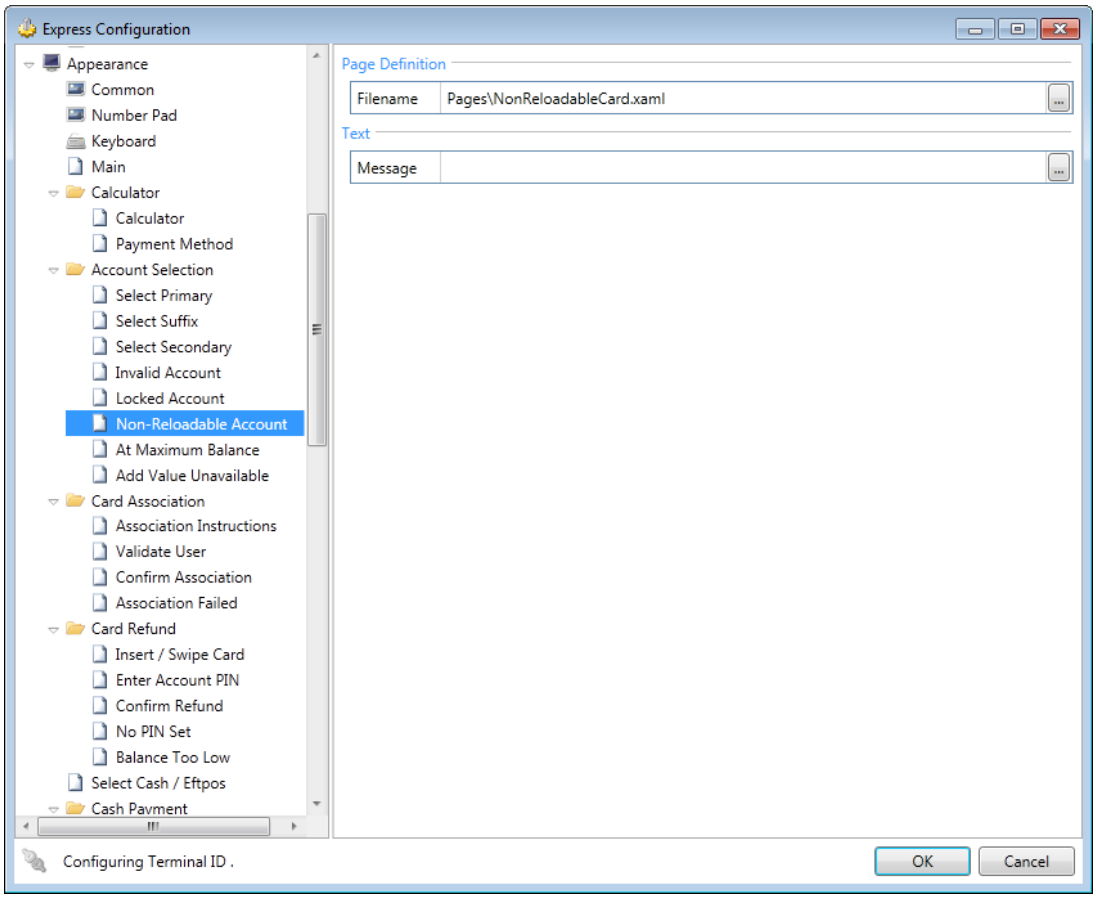
Locked Account



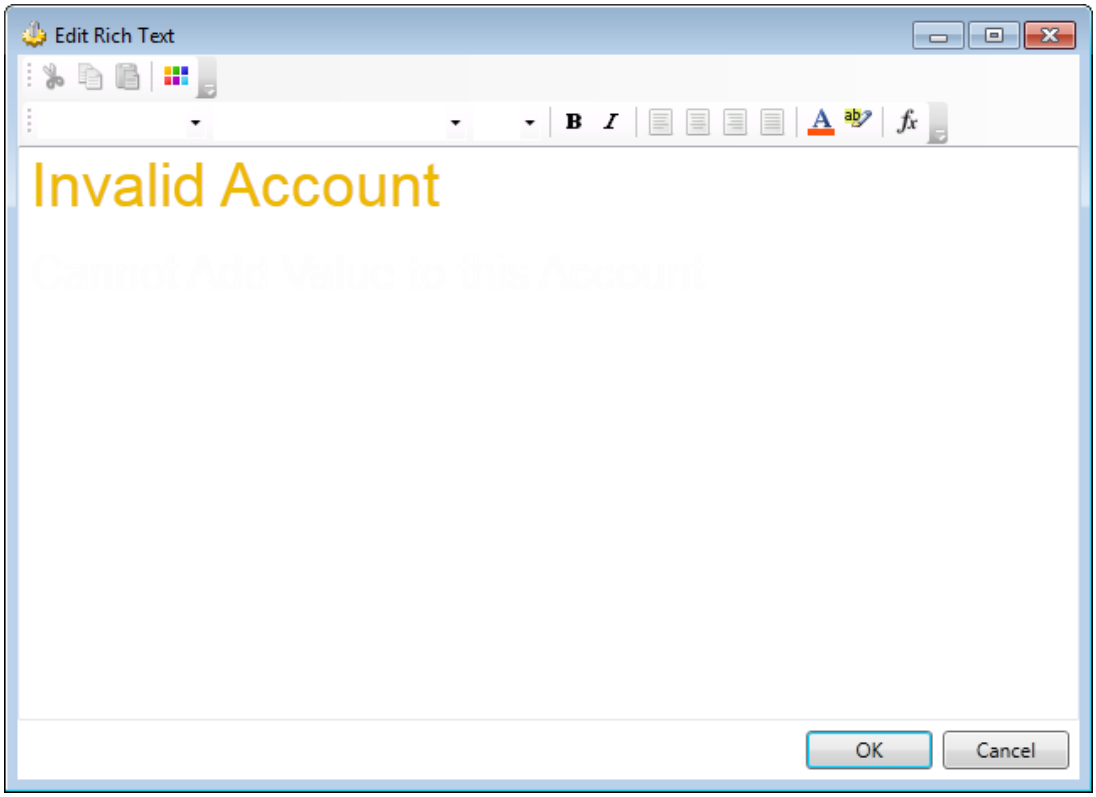
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



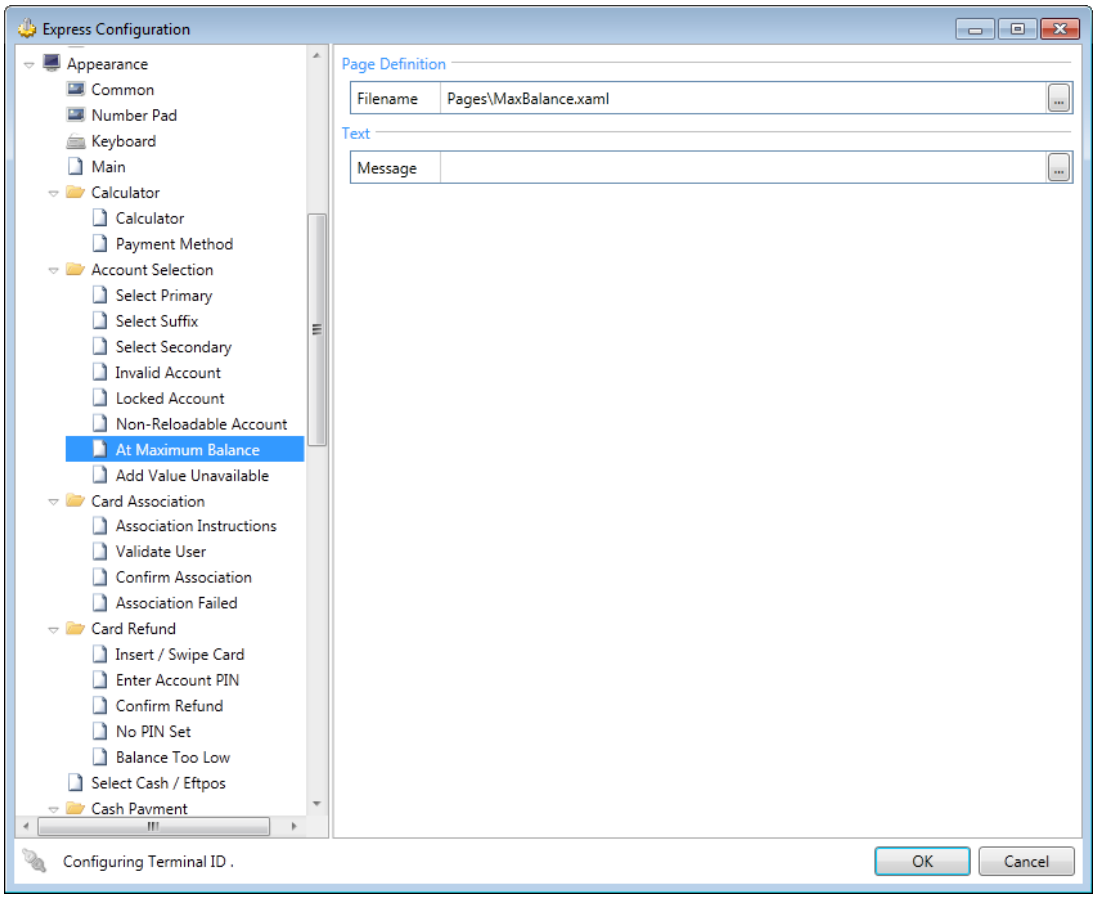
Non-Reloadable Account



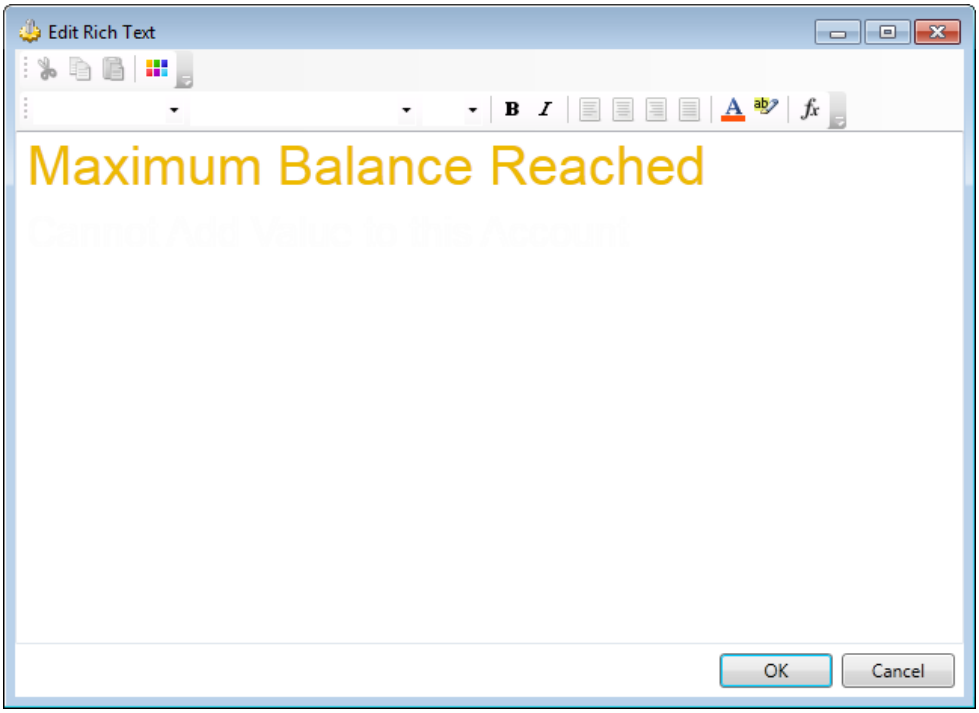
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



At Maximum Balance

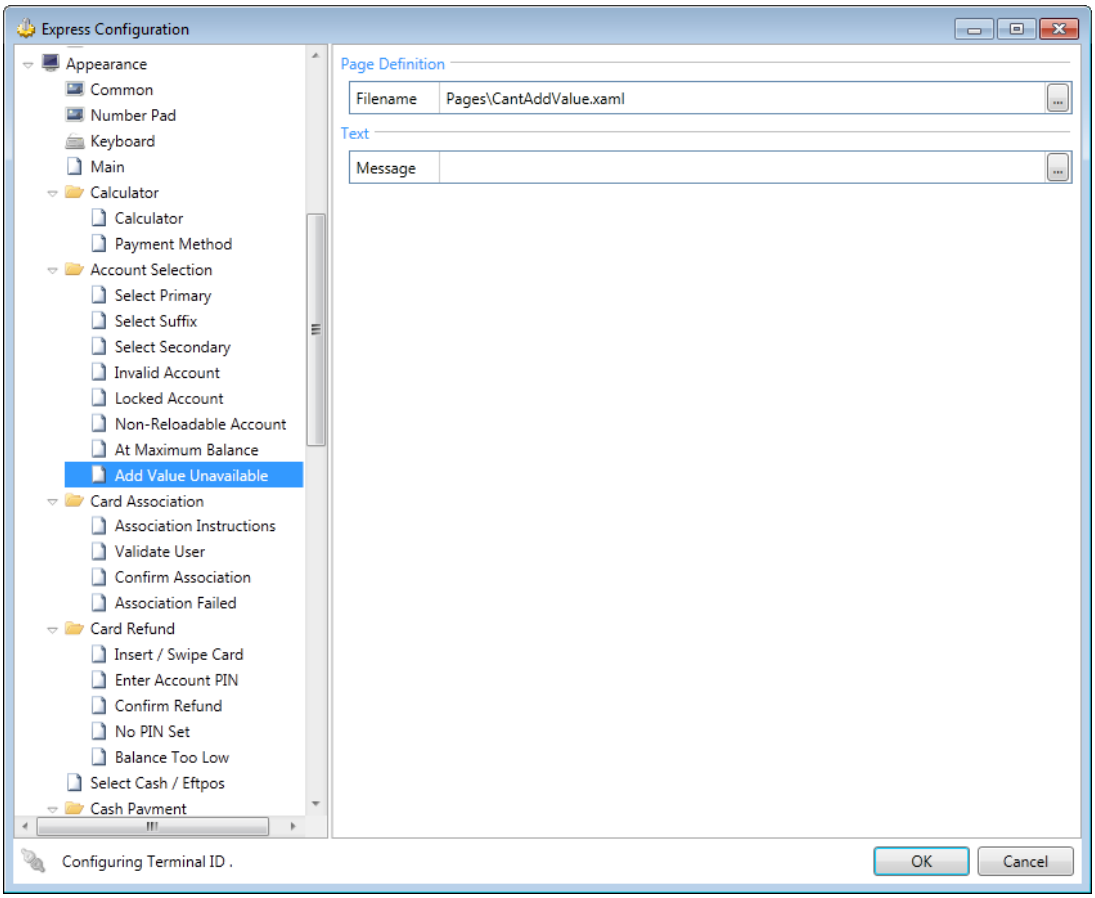


By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.

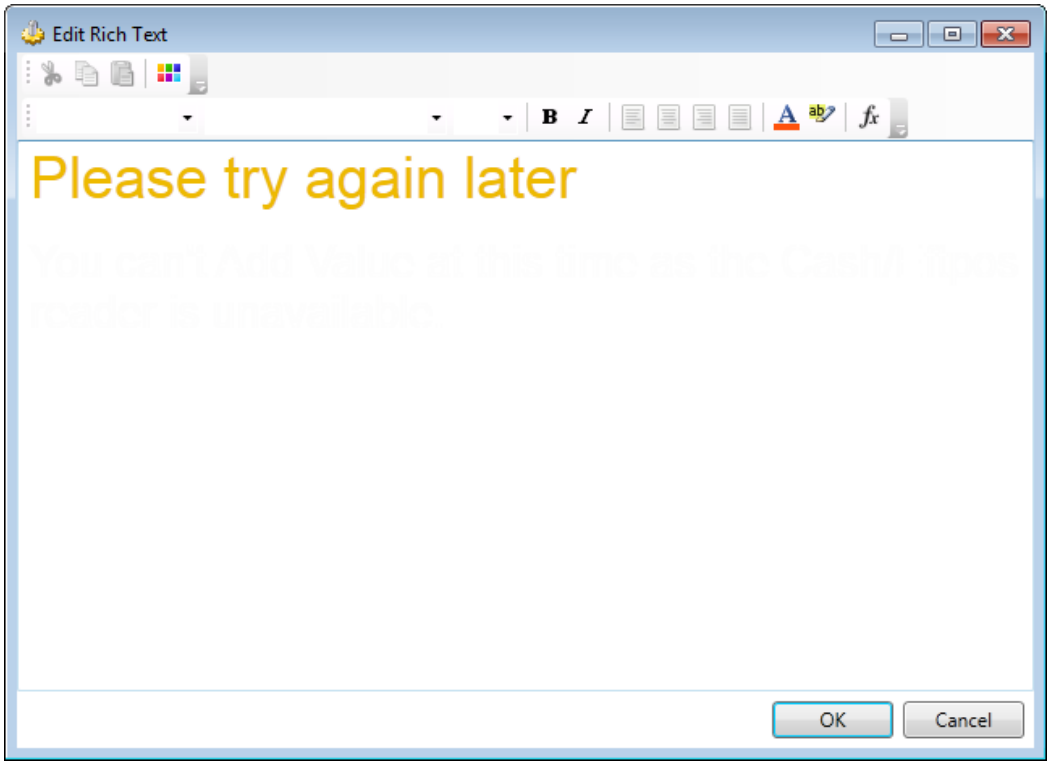


Then click *OK* to accept the new image or *Cancel* to return to the previous configuration Screen.

Add Value Unavailable

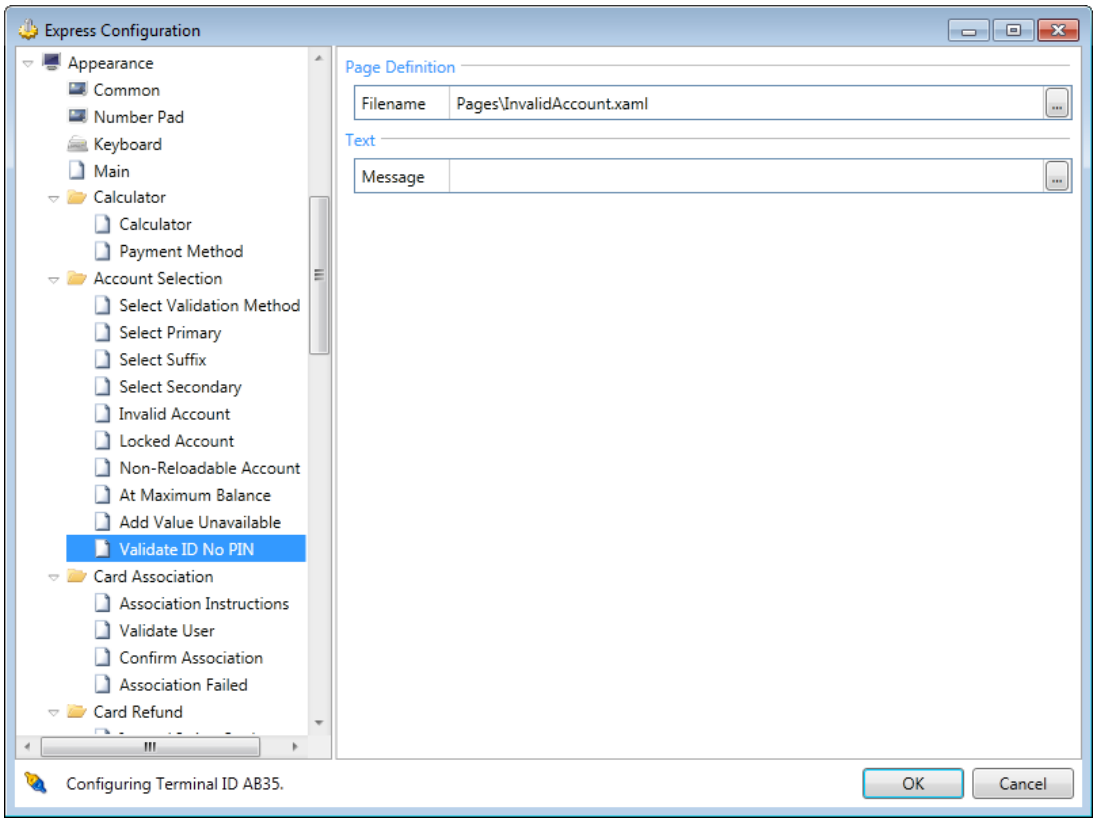


By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



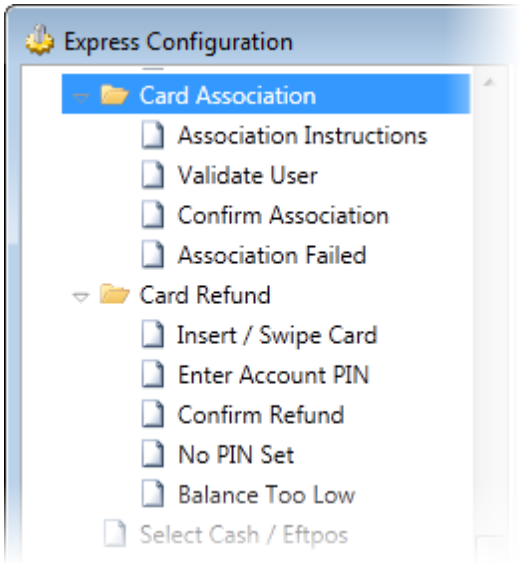
Then click *OK* to accept the new image or *Cancel* to return to the previous configuration Screen.

Validate ID No PIN



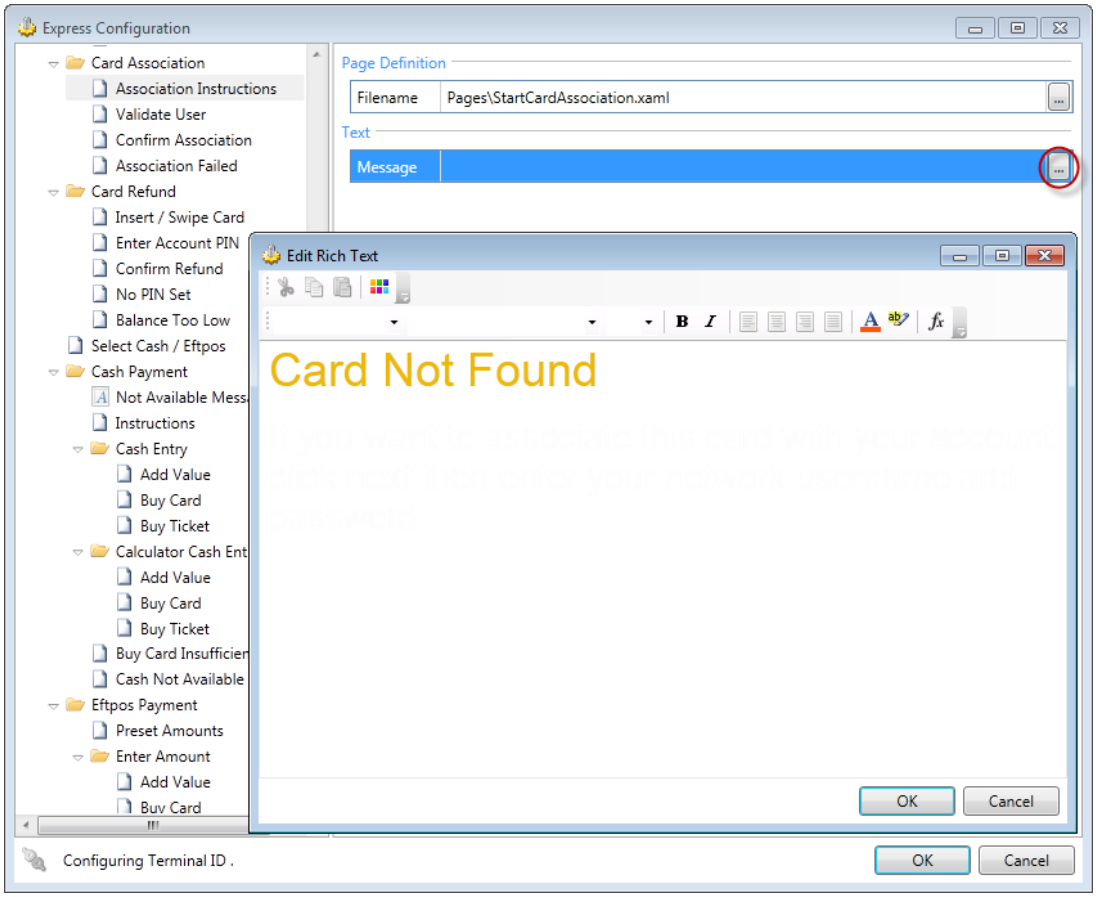
Card Association

This option allows you to customise the messages displayed during the Card Association process.



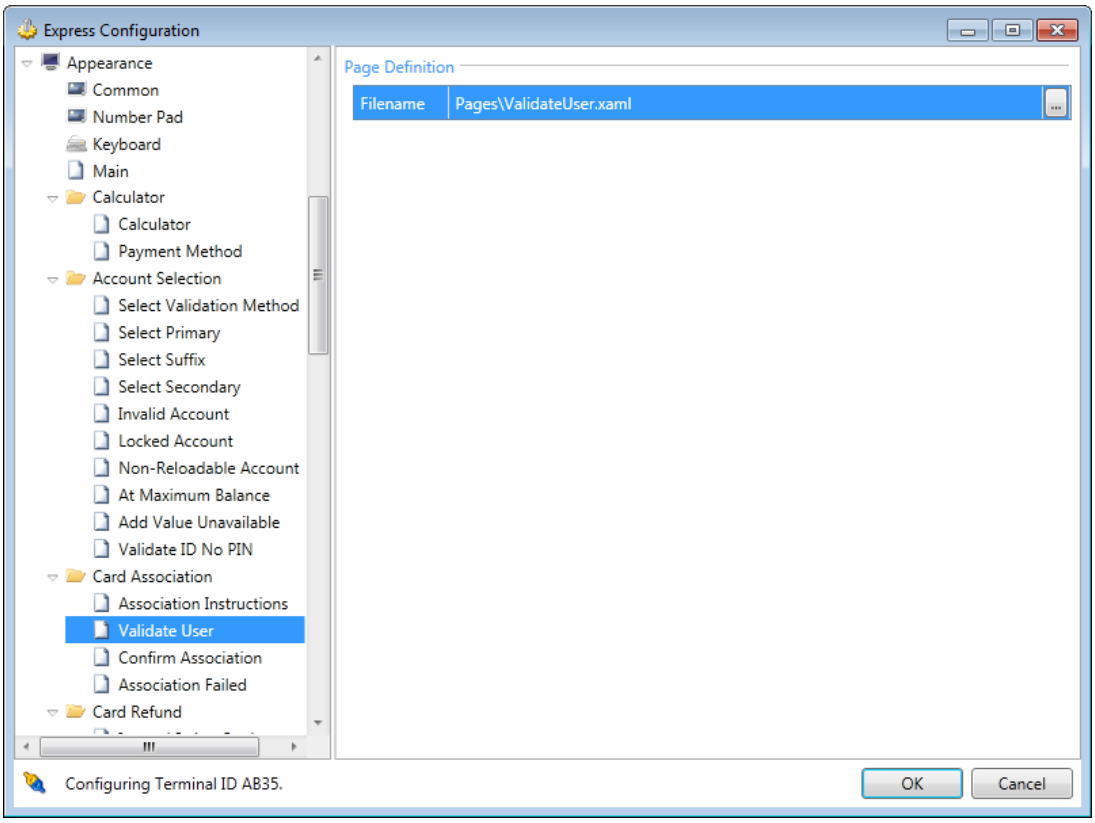
Association Instructions

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.


Express Configuration
Card Association
Association Instructions
Validate User
Confirm Association
Association Failed
Card Refund
Insert / Swipe Card
Enter Account PIN
Confirm Refund
No PIN Set
Balance Too Low
Select Cash / Eftpos
Cash Payment
Not Available Mess
Instructions
Cash Entry
Add Value
Buy Card
Buy Ticket
Calculator Cash Ent
Add Value
Buy Card
Buy Ticket
Buy Card Insufficien
Cash Not Available
Eftpos Payment
Preset Amounts
Enter Amount
Add Value
Buy Card
Page Definition
Filename
Pages\StartCardAssociation.xaml
Text
Message
Edit Rich Text
Card Not Found
OK
Cancel
Configuring Terminal ID .
OK
Cancel

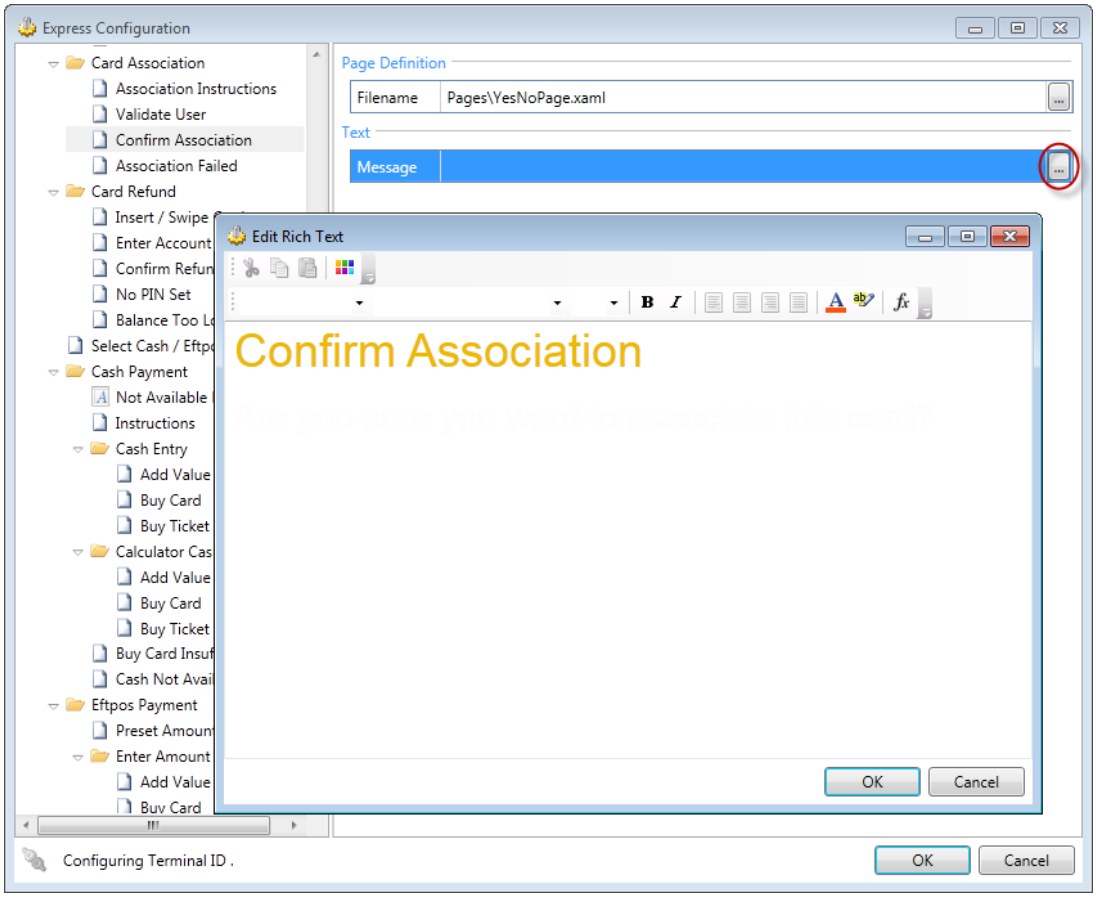
Validate User

There are no strings to configure for this section, as they are shared with other screens and edited in the common section.



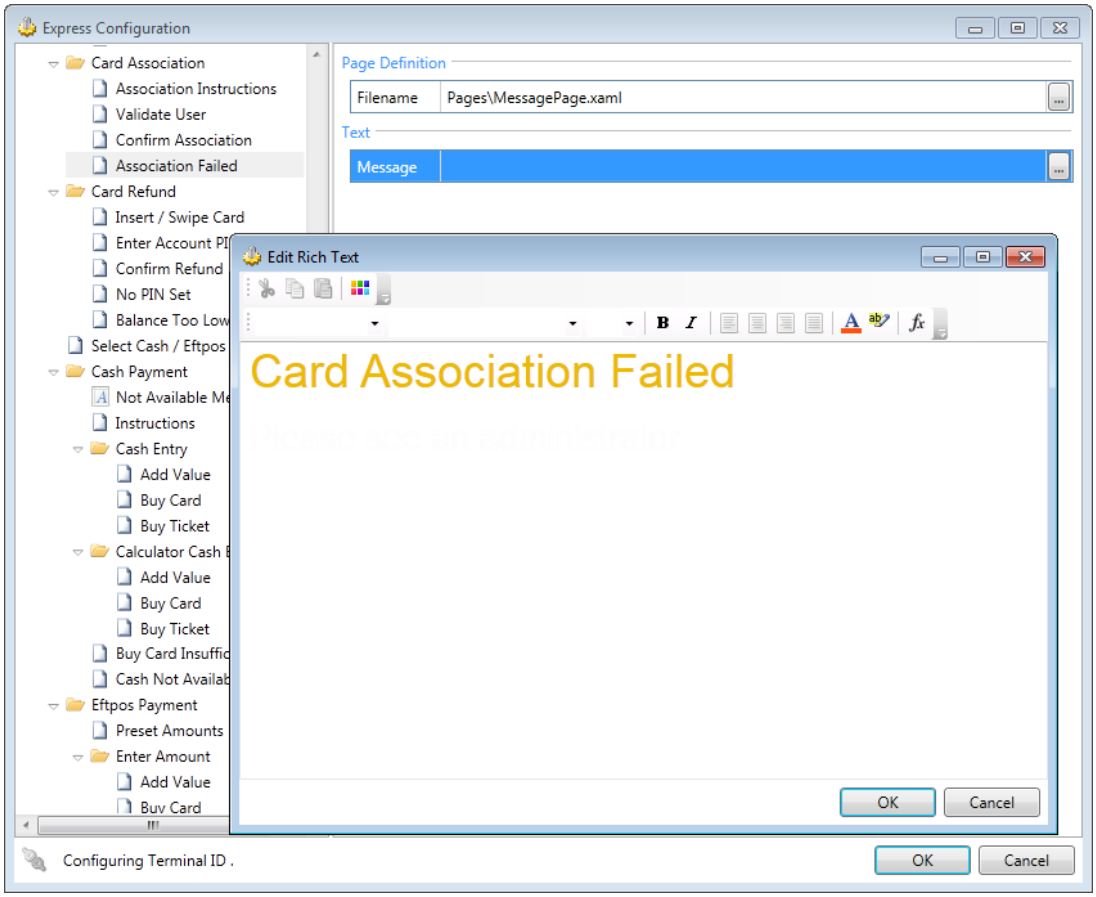
Confirm Association

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



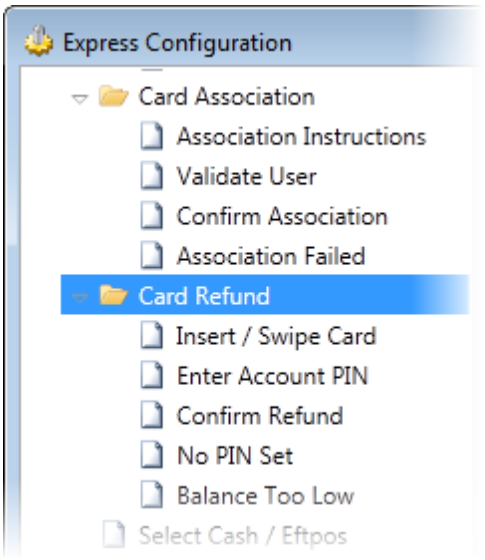
Association Failed

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Card Refund

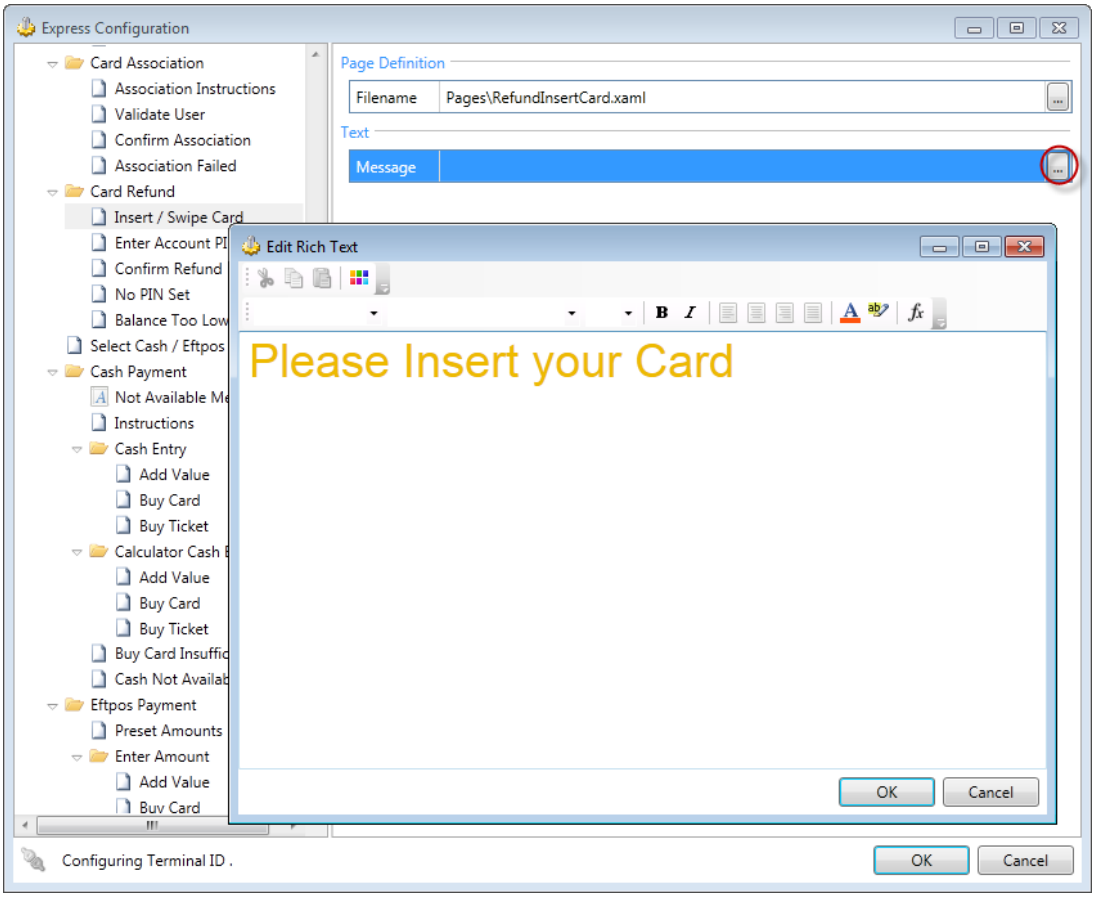
This option allows you to customise the messages displayed during the Card Refund process.



For a step by step guide to configuring the manual refund system, please refer to Appendix 1: Manual Refunds.

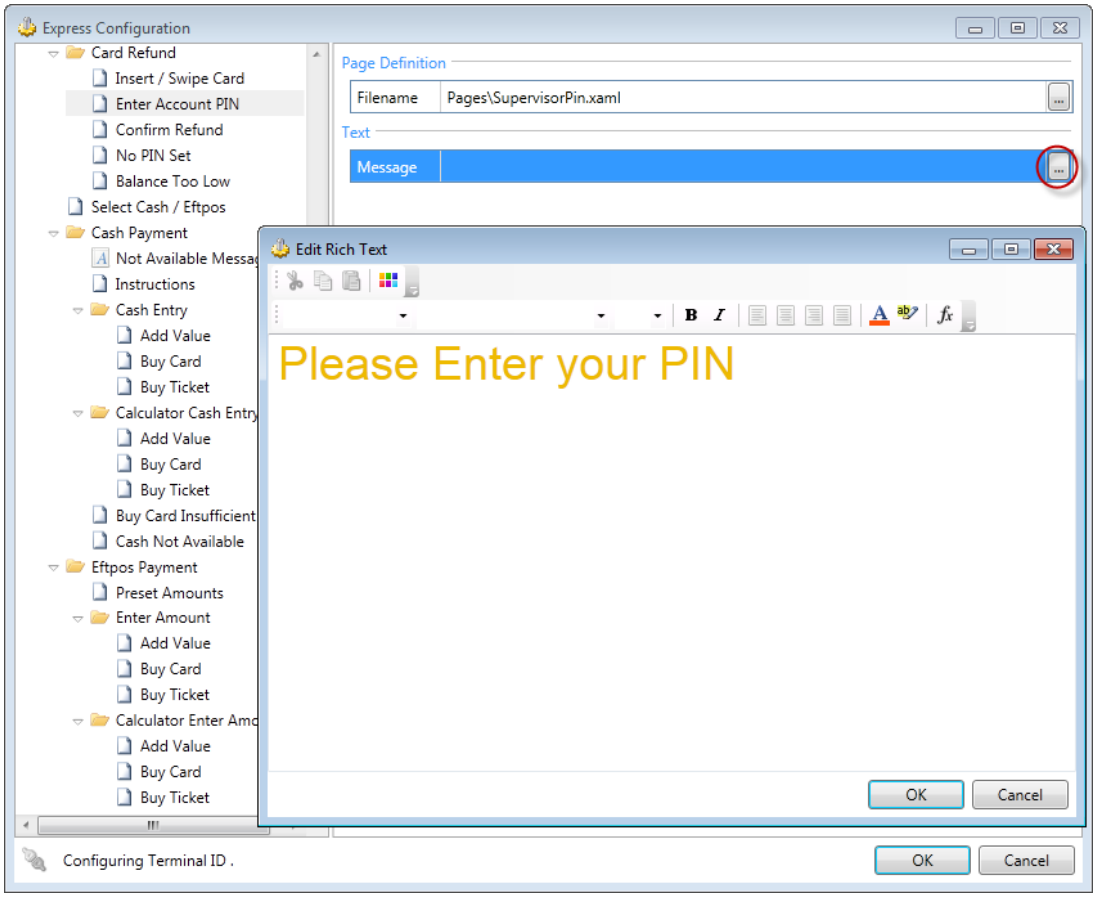
Insert/ Swipe Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.


Express Configuration
Card Association
Association Instructions
Validate User
Confirm Association
Association Failed
Card Refund
Insert / Swipe Card
Enter Account PI
Confirm Refund
No PIN Set
Balance Too Low
Select Cash / Eftpos
Cash Payment
Not Available Me
Instructions
Cash Entry
Add Value
Buy Card
Buy Ticket
Calculator Cash E
Add Value
Buy Card
Buy Ticket
Buy Card Insuffic
Cash Not Availab
Eftpos Payment
Preset Amounts
Enter Amount
Add Value
Buy Card
Page Definition
Filename
Pages\RefundInsertCard.xaml
Text
Message
Edit Rich Text
Please Insert your Card
OK
Cancel
Configuring Terminal ID .
OK
Cancel

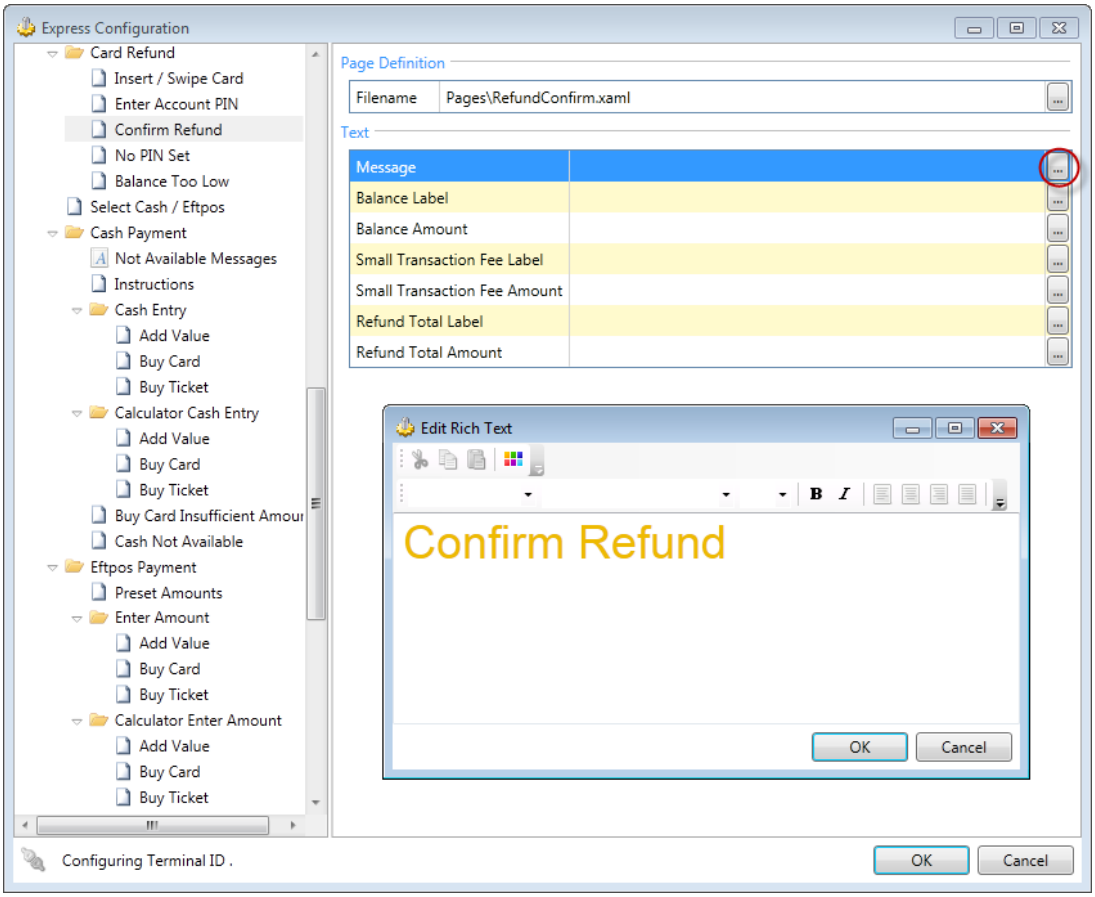
Enter Account PIN

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



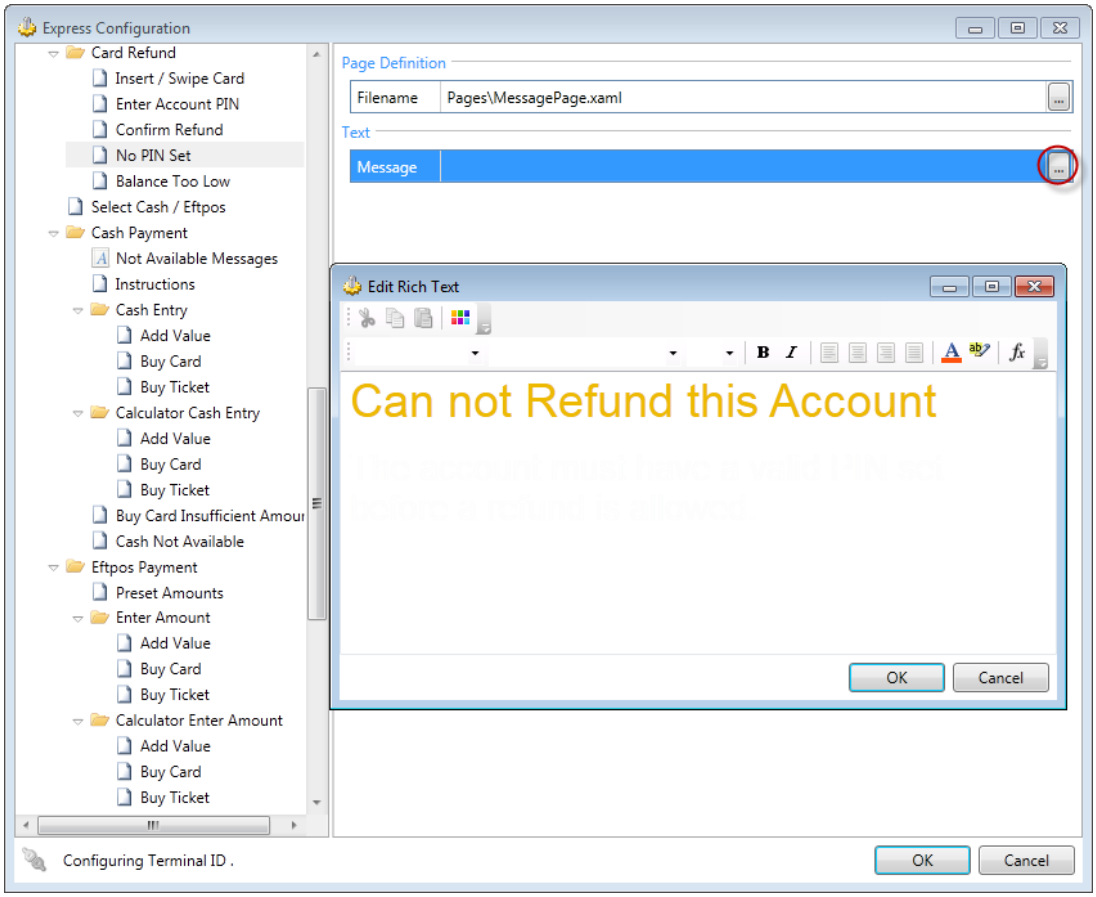
Confirm Refund

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.


Express Configuration
Card Refund
Insert / Swipe Card
Enter Account PIN
Confirm Refund
No PIN Set
Balance Too Low
Select Cash / Eftpos
Cash Payment
Not Available Messages
Instructions
Cash Entry
Add Value
Buy Card
Buy Ticket
Calculator Cash Entry
Add Value
Buy Card
Buy Ticket
Buy Card Insufficient Amou
Cash Not Available
Eftpos Payment
Preset Amounts
Enter Amount
Add Value
Buy Card
Buy Ticket
Calculator Enter Amount
Add Value
Buy Card
Buy Ticket
Page Definition
Filename
Pages\RefundConfirm.xaml
Text
Message
Balance Label
Balance Amount
Small Transaction Fee Label
Small Transaction Fee Amount
Refund Total Label
Refund Total Amount
Edit Rich Text
Confirm Refund
OK
Cancel
Configuring Terminal ID .
OK
Cancel

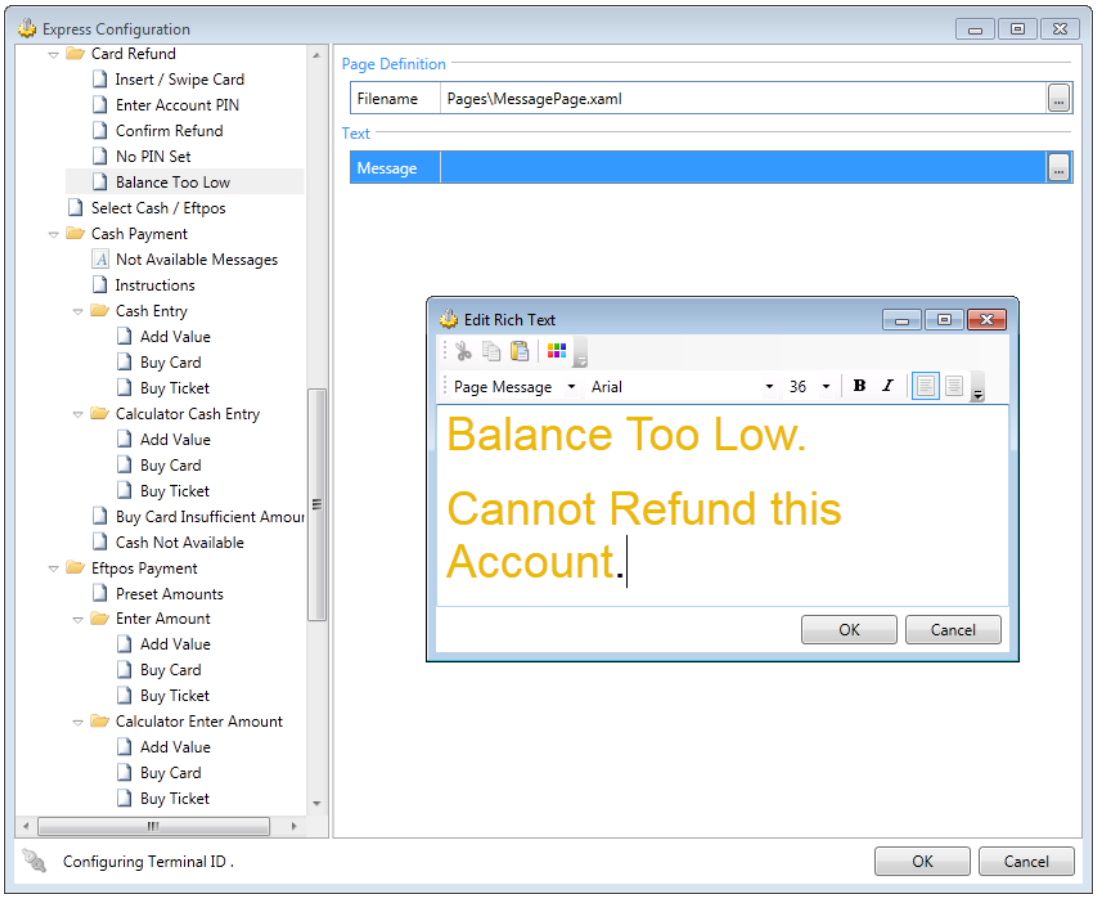
No PIN Set

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



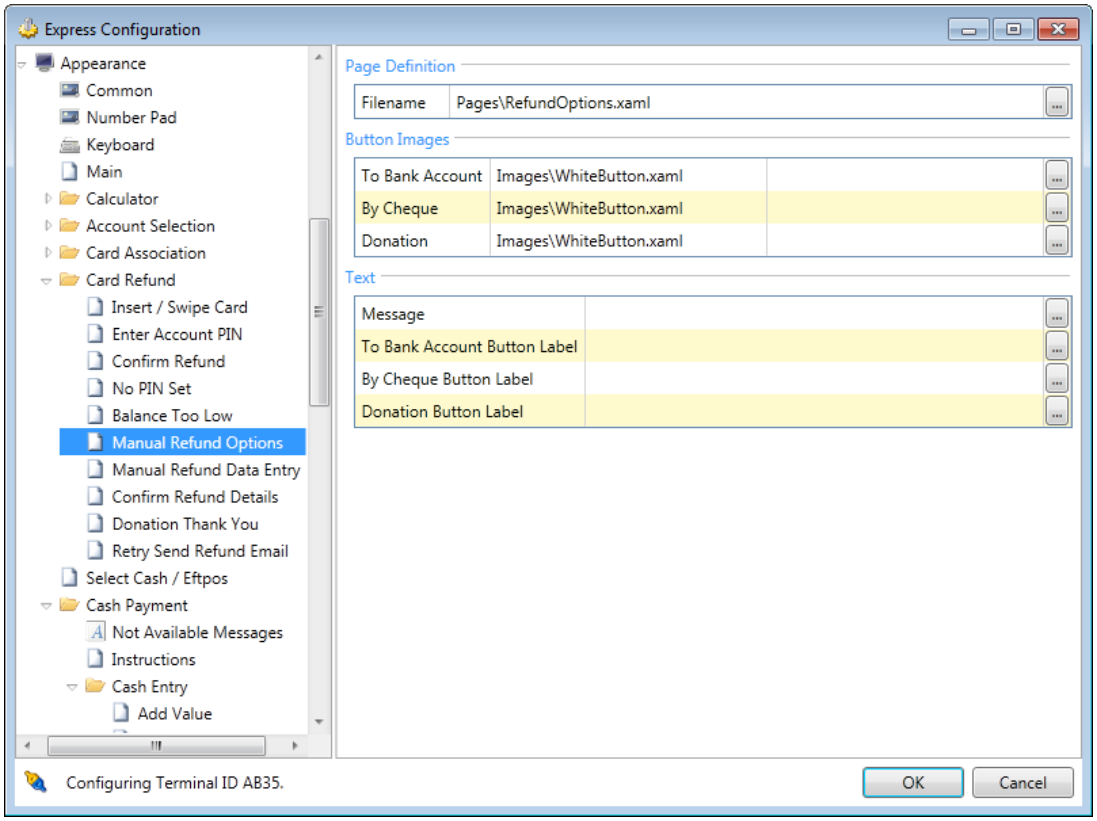
Balance Too Low

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Manual Refund Options

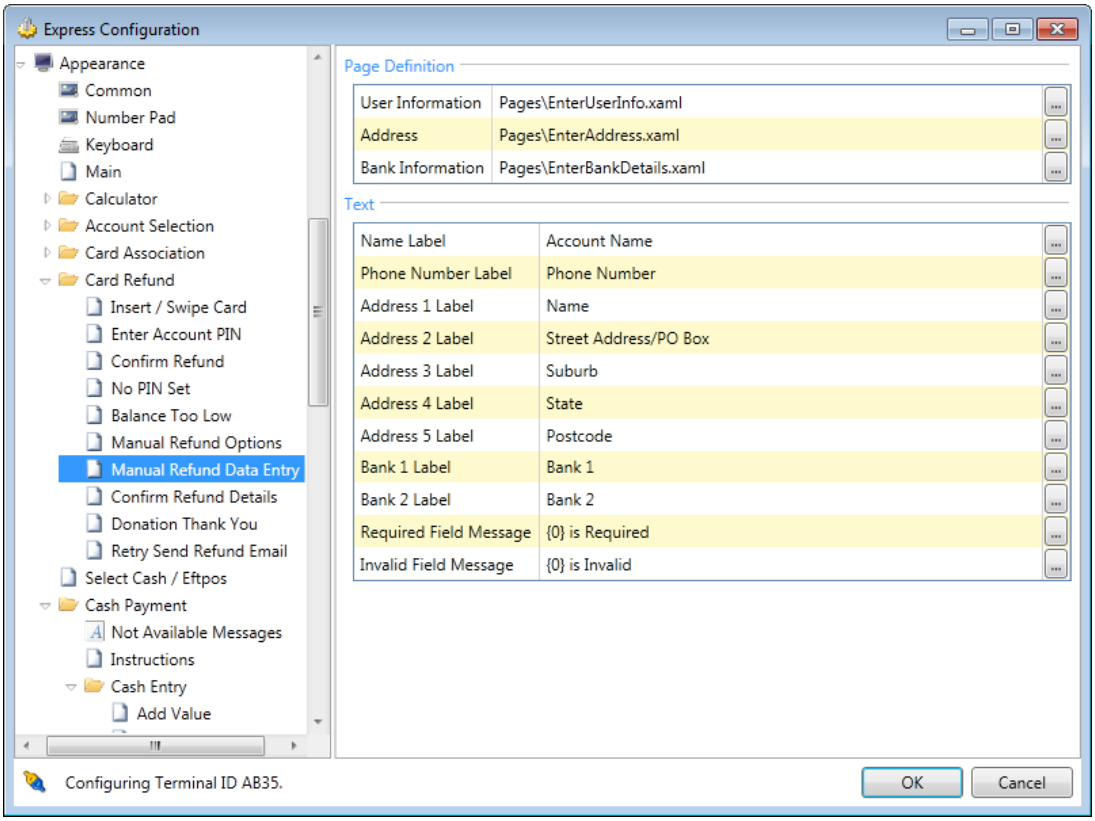
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Manual Refund Data Entry

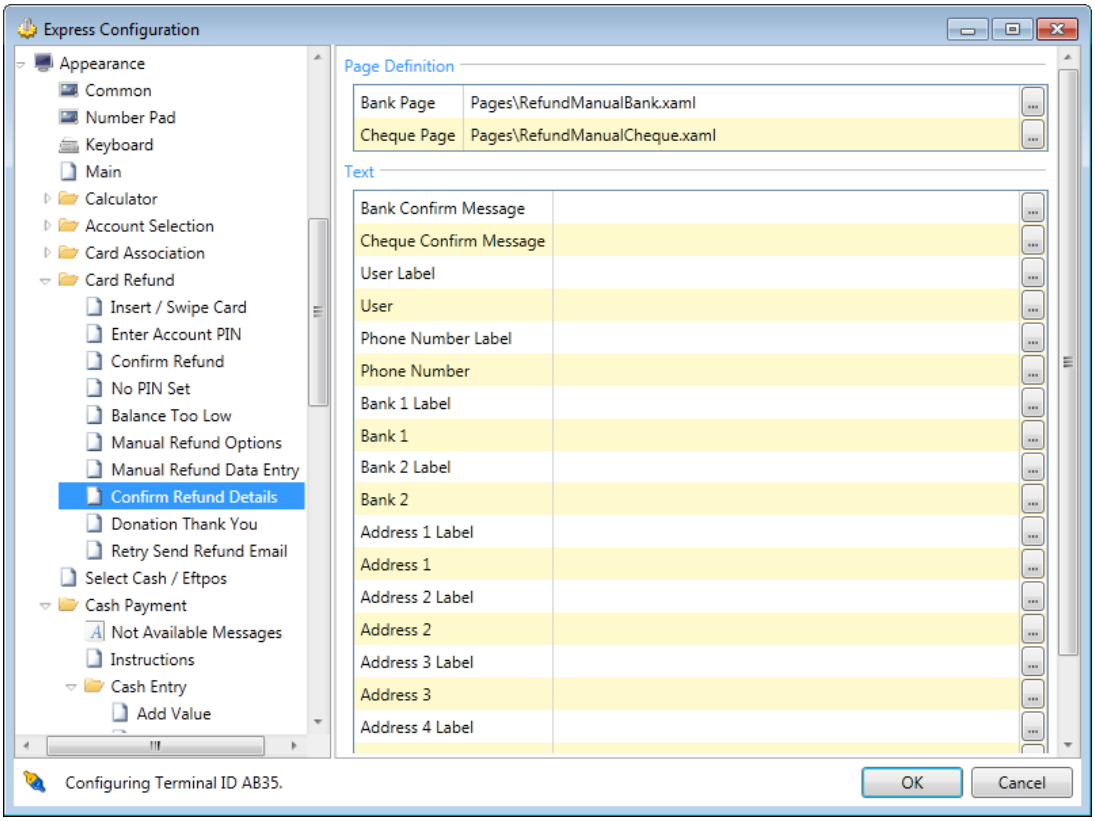
These fields are used during the manual refund process for the field labels displayed to the user:

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



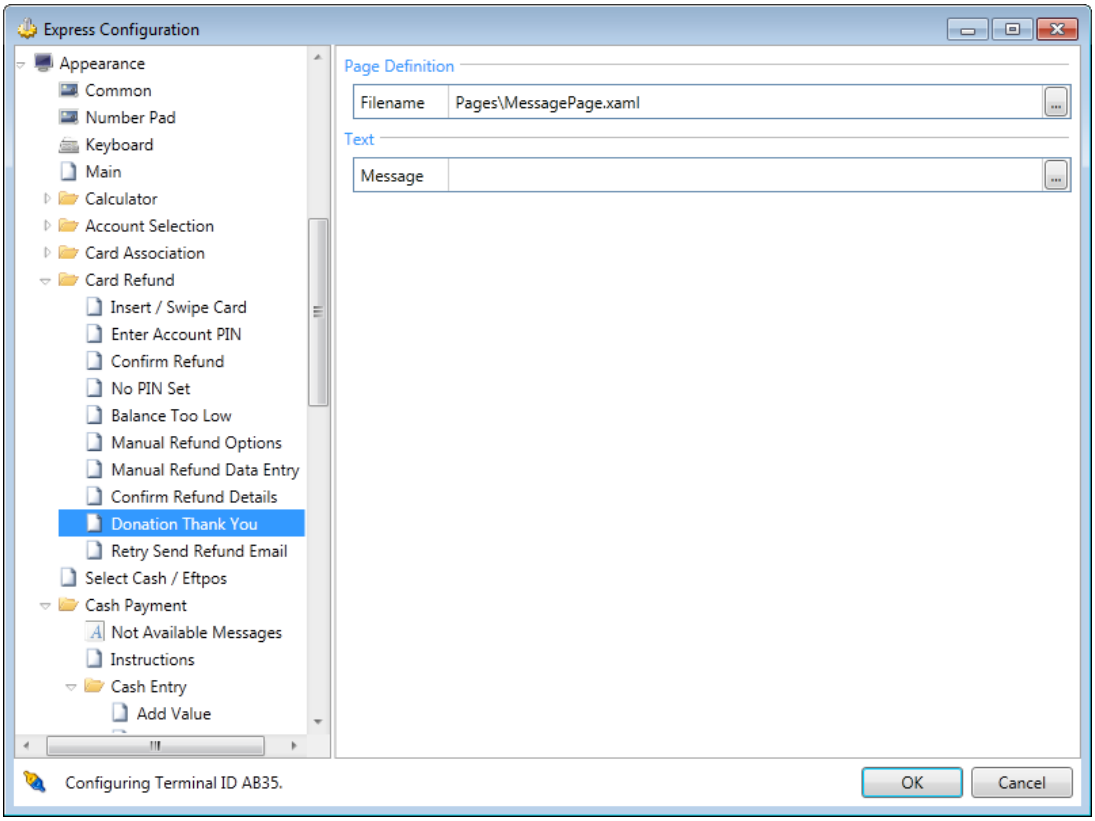
Confirm Refund Details

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



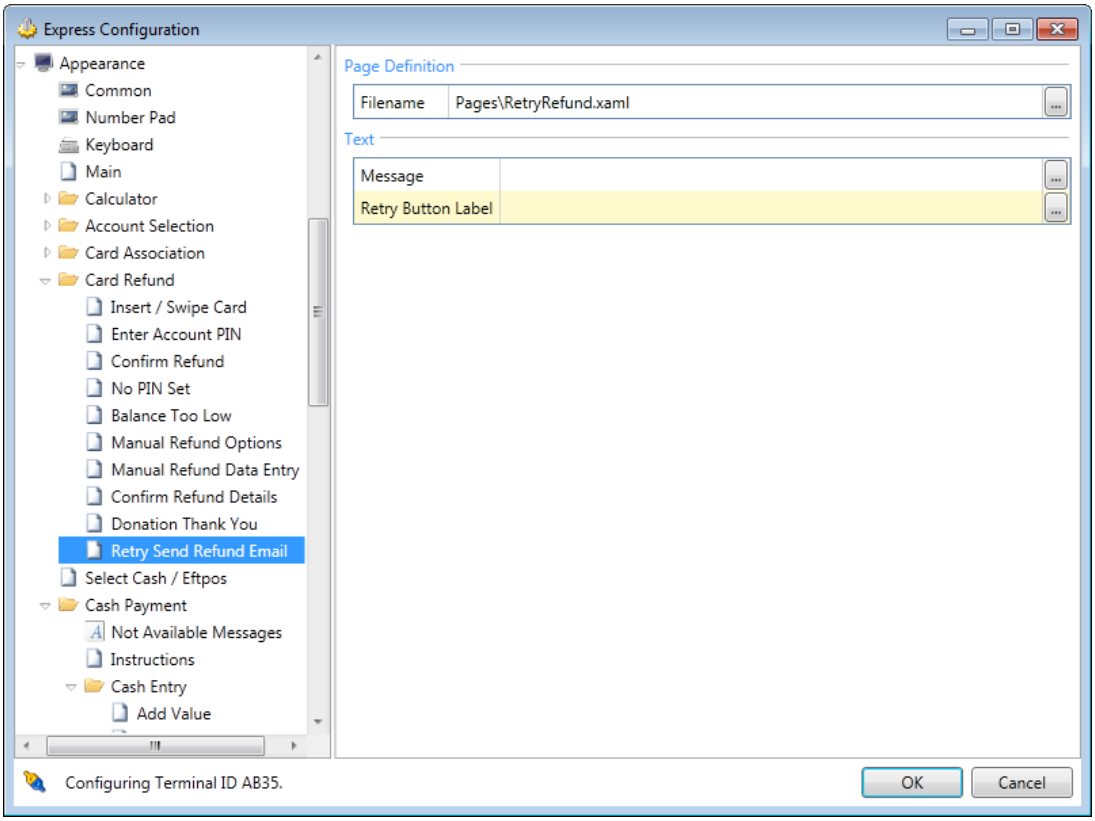
Donation Thank You

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



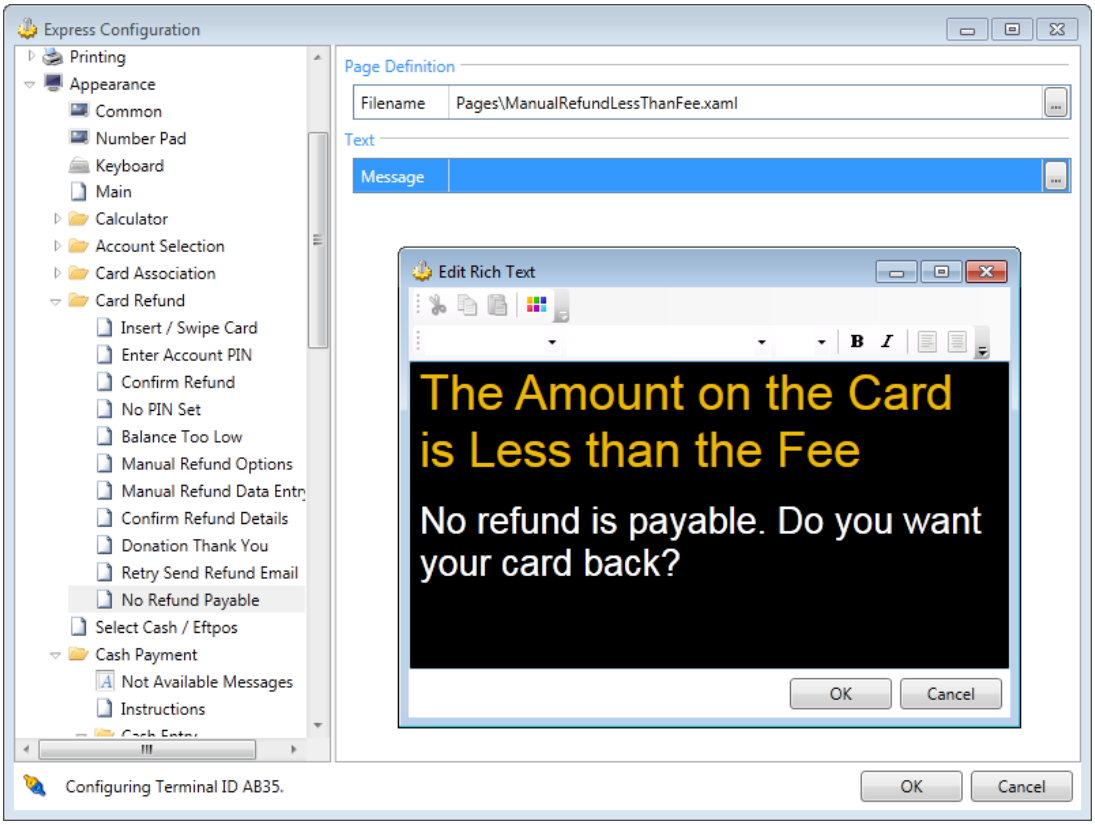
Retry Send Refund Email

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



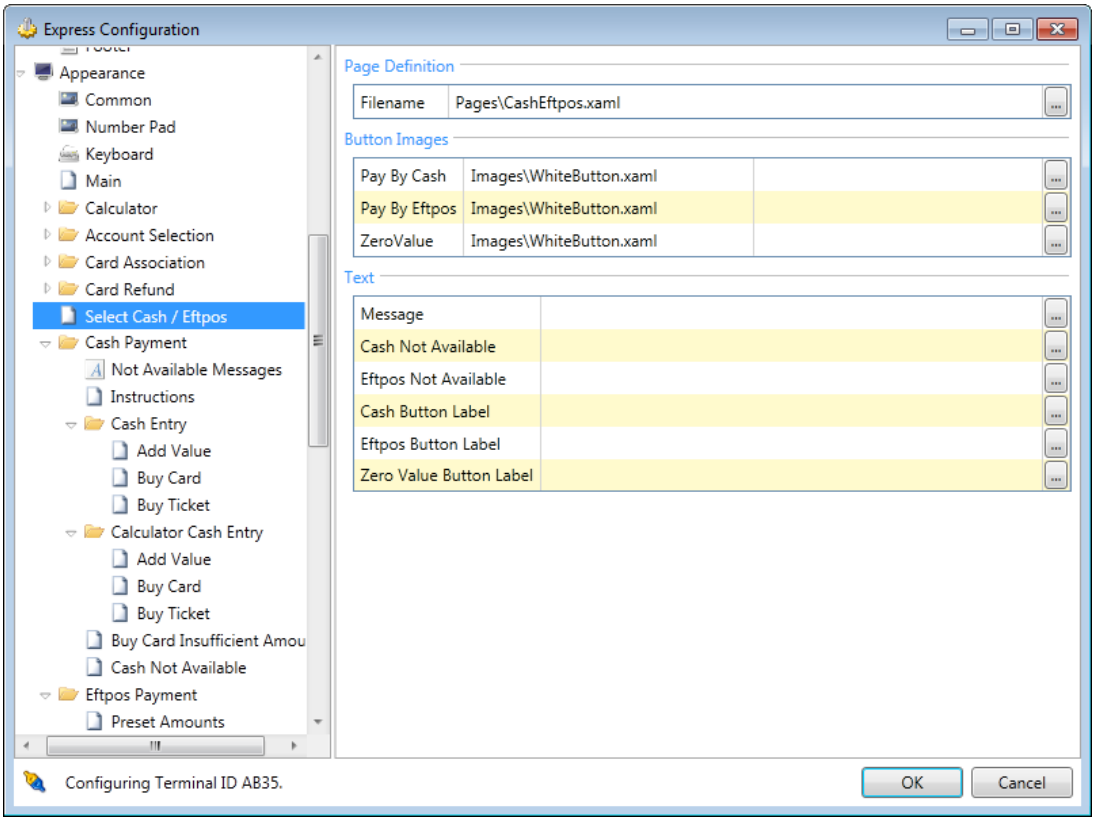
No Refund Payable

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Select Cash/ Eftpos

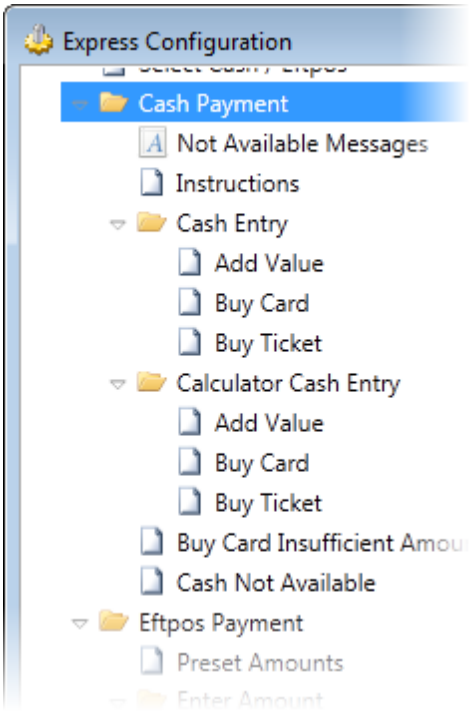
This area contains the images and text for the Eftpos and Cash selection buttons, including the additional text added to the button if the particular function is unavailable for whatever reason.



By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.

Cash Payment

This option allows you to customise the messages displayed during the Cash Payment process.

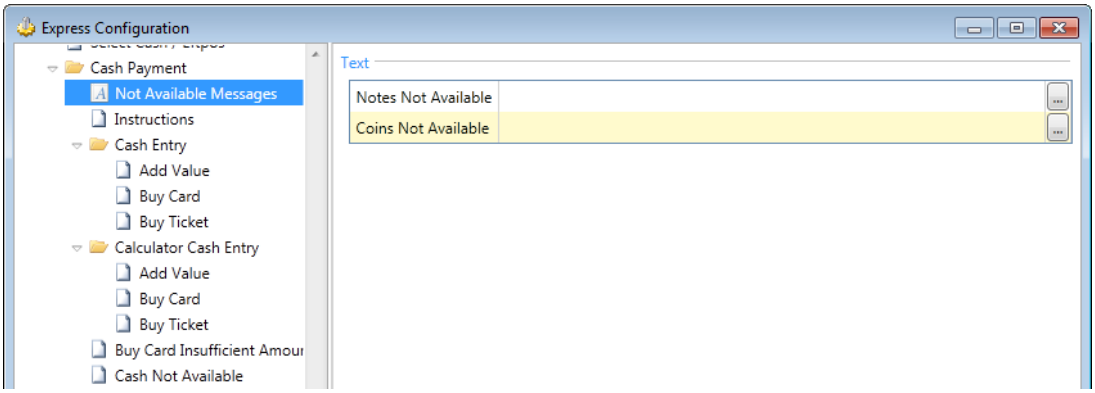


If no message is specified, the default is used. Enter a new message by selecting an item, pressing the *Edit* button, and typing a message.

Not Available Messages

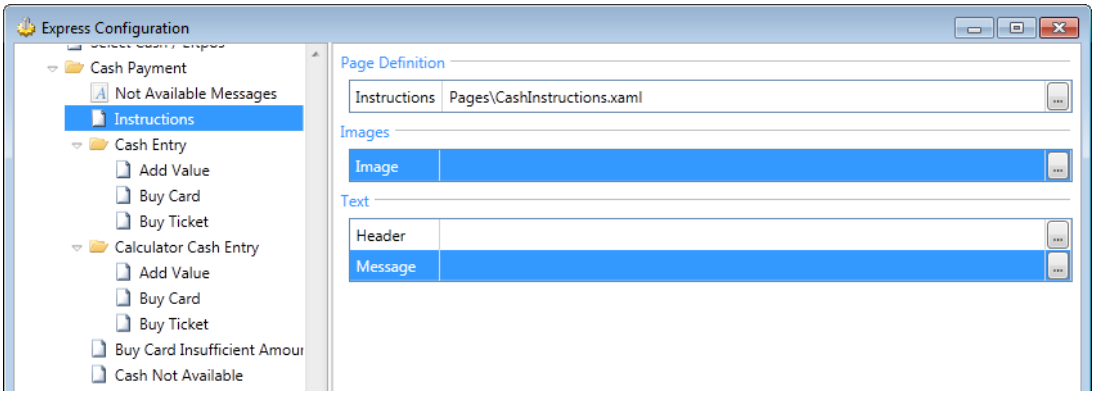
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified

.



Instructions

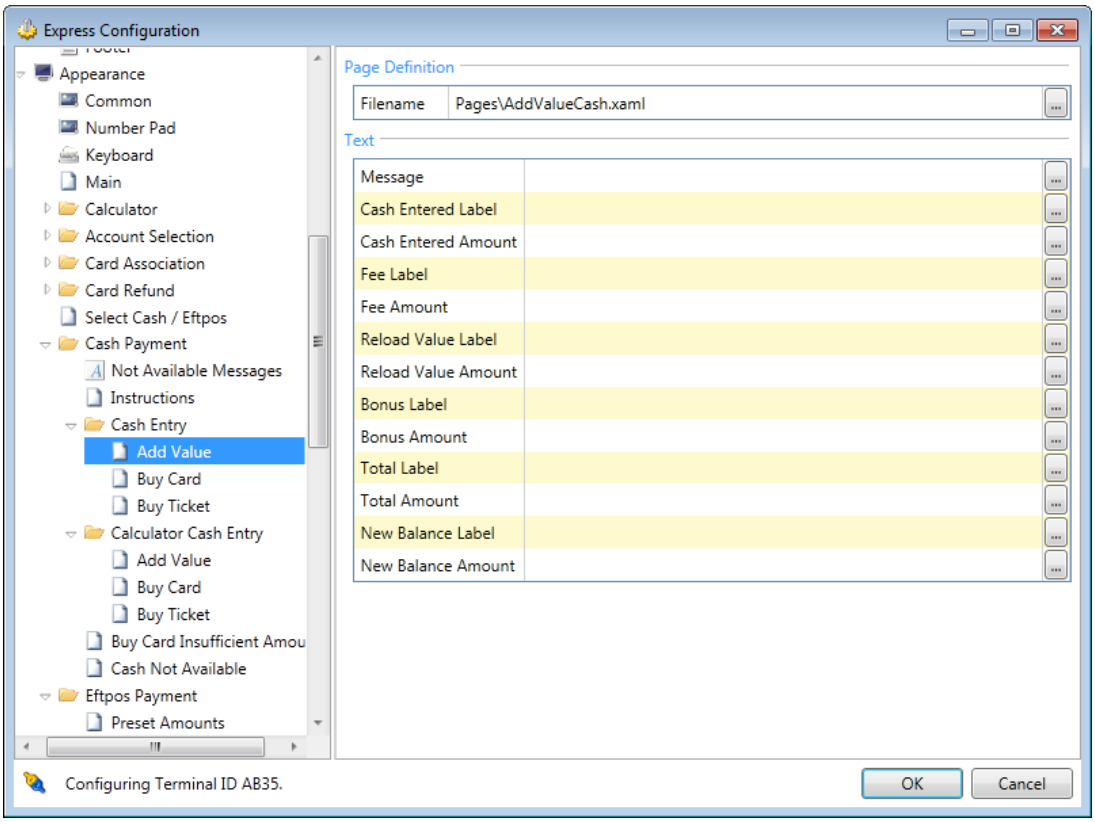
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Cash Entry

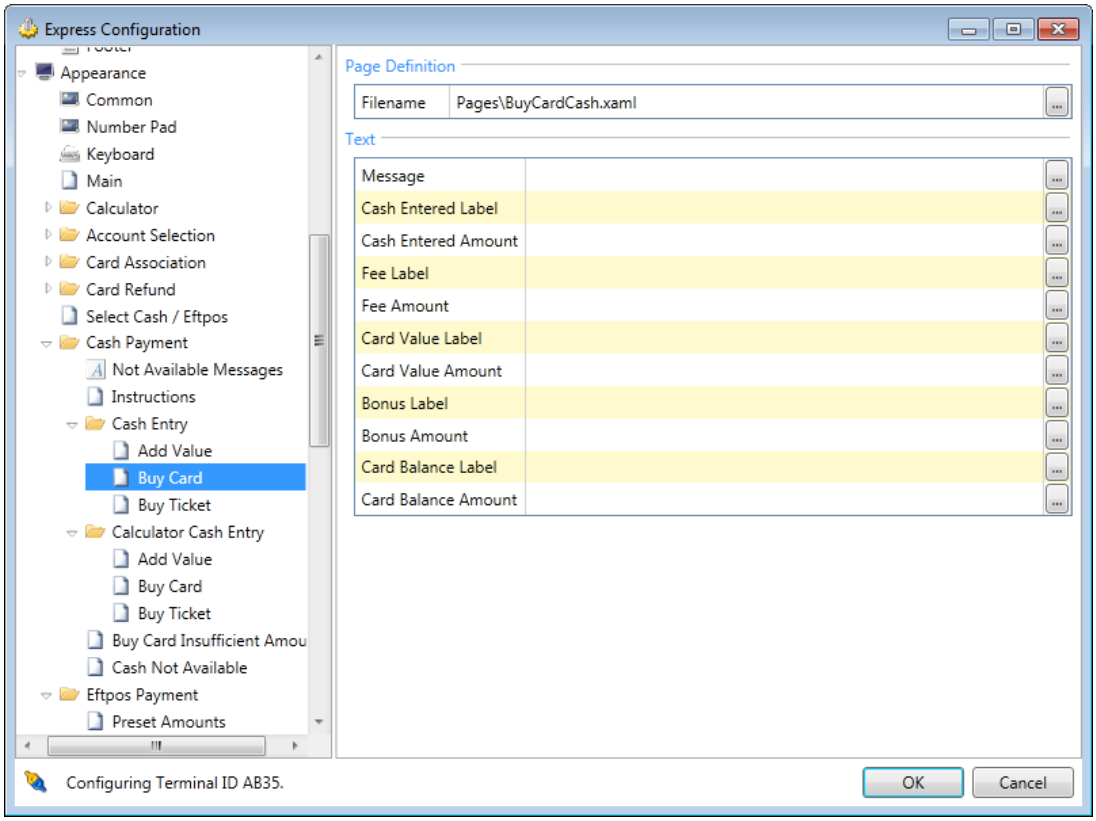
Add Value

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



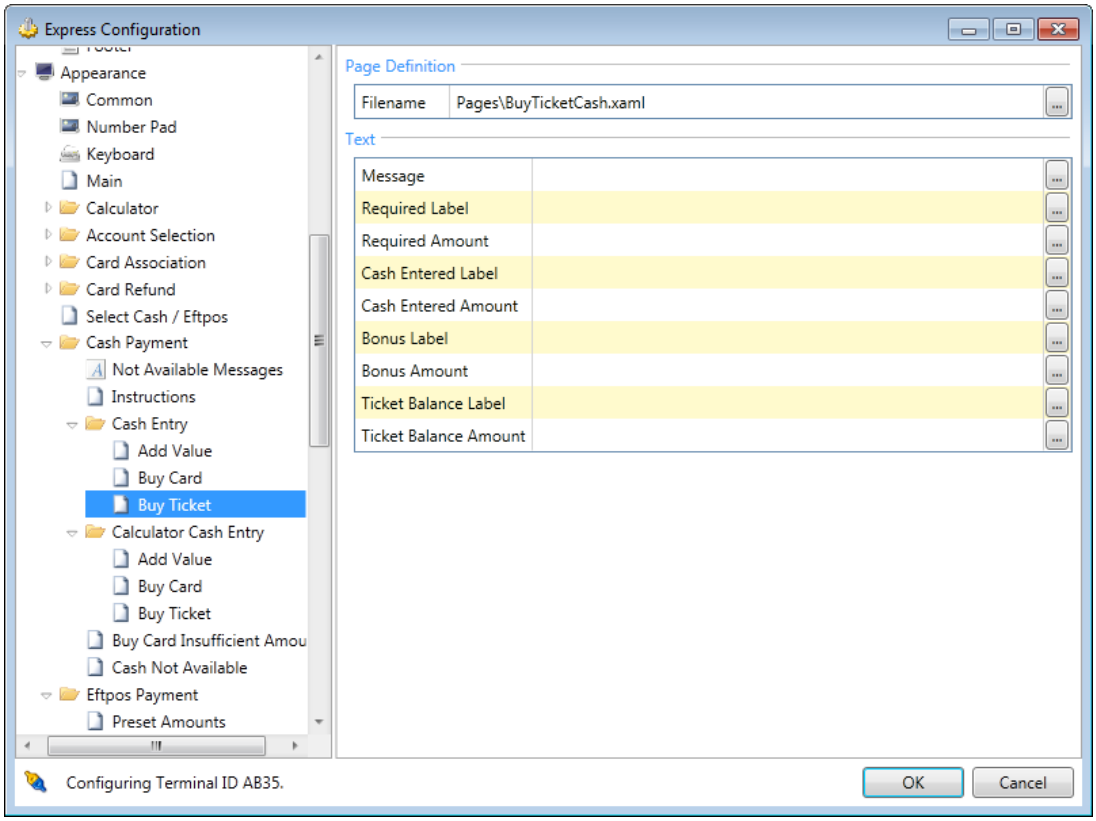
Buy Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



Buy Ticket

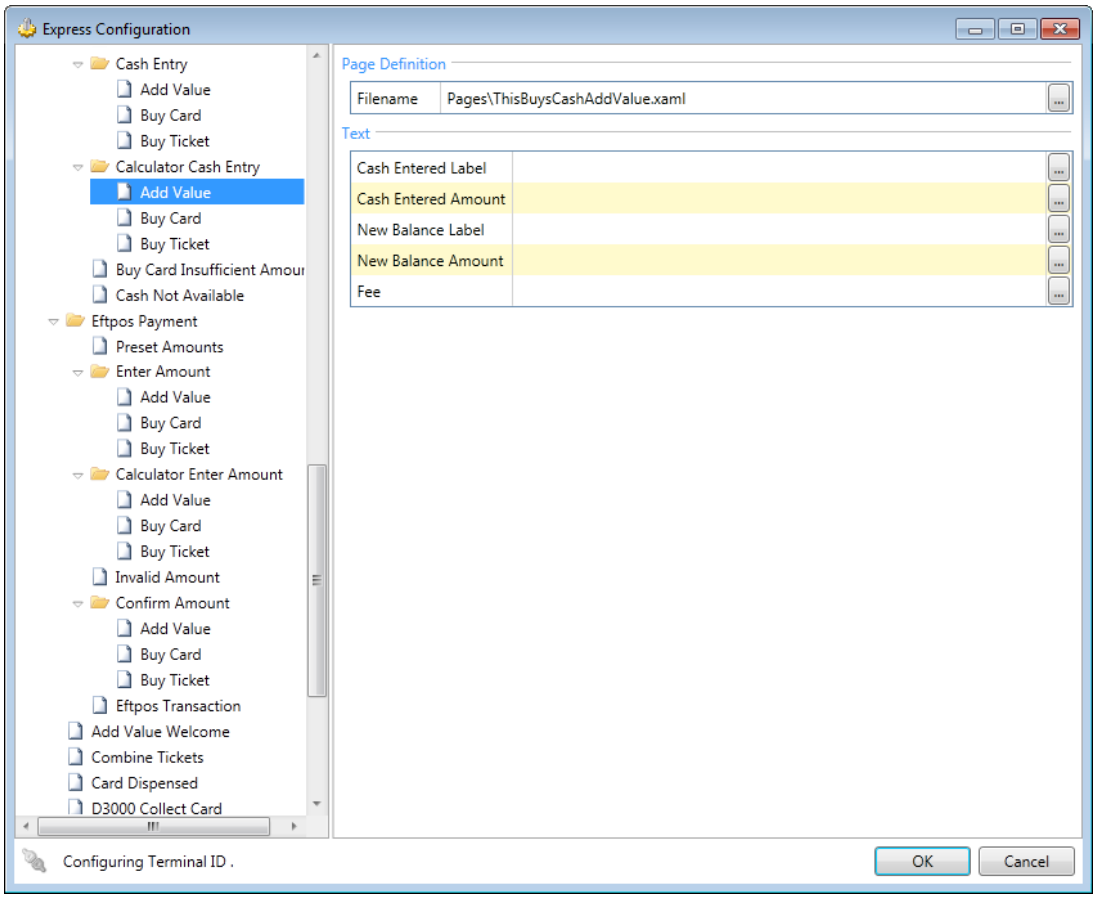
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



Calculator Cash Entry

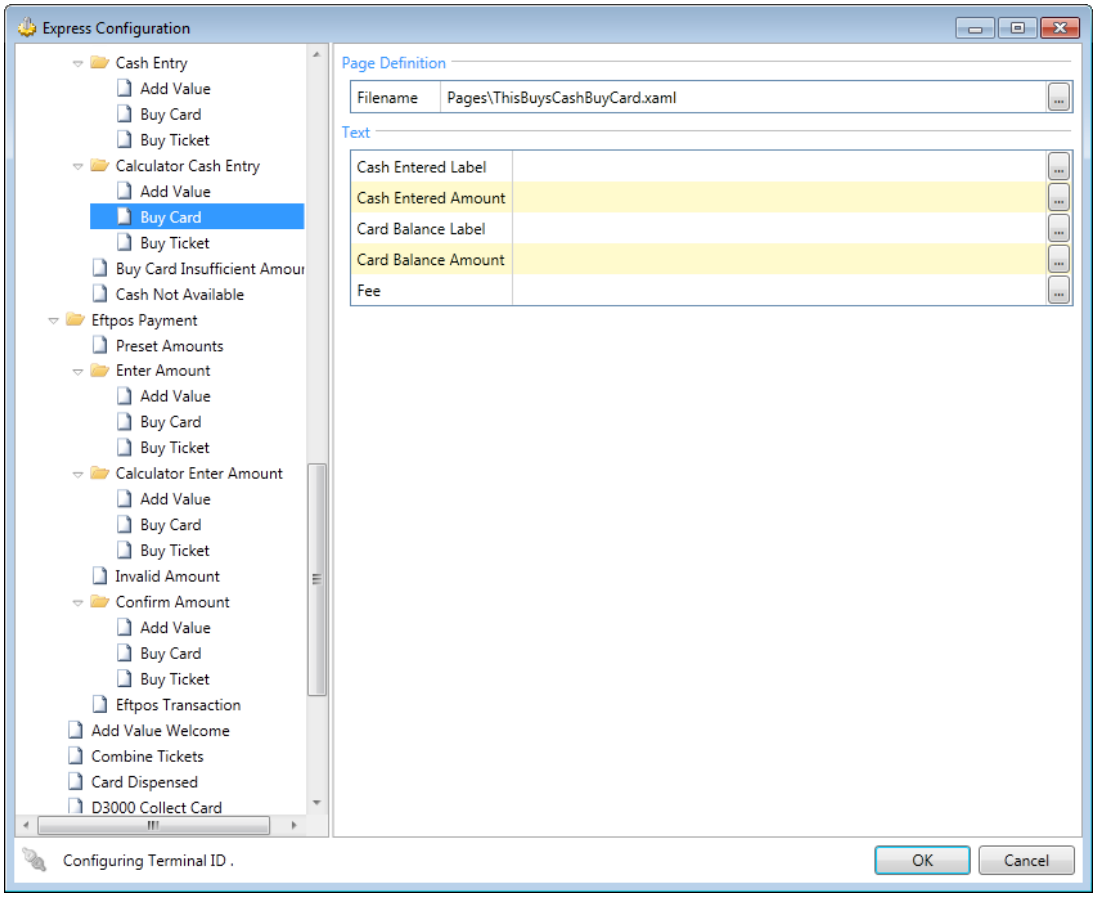
Add Value

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



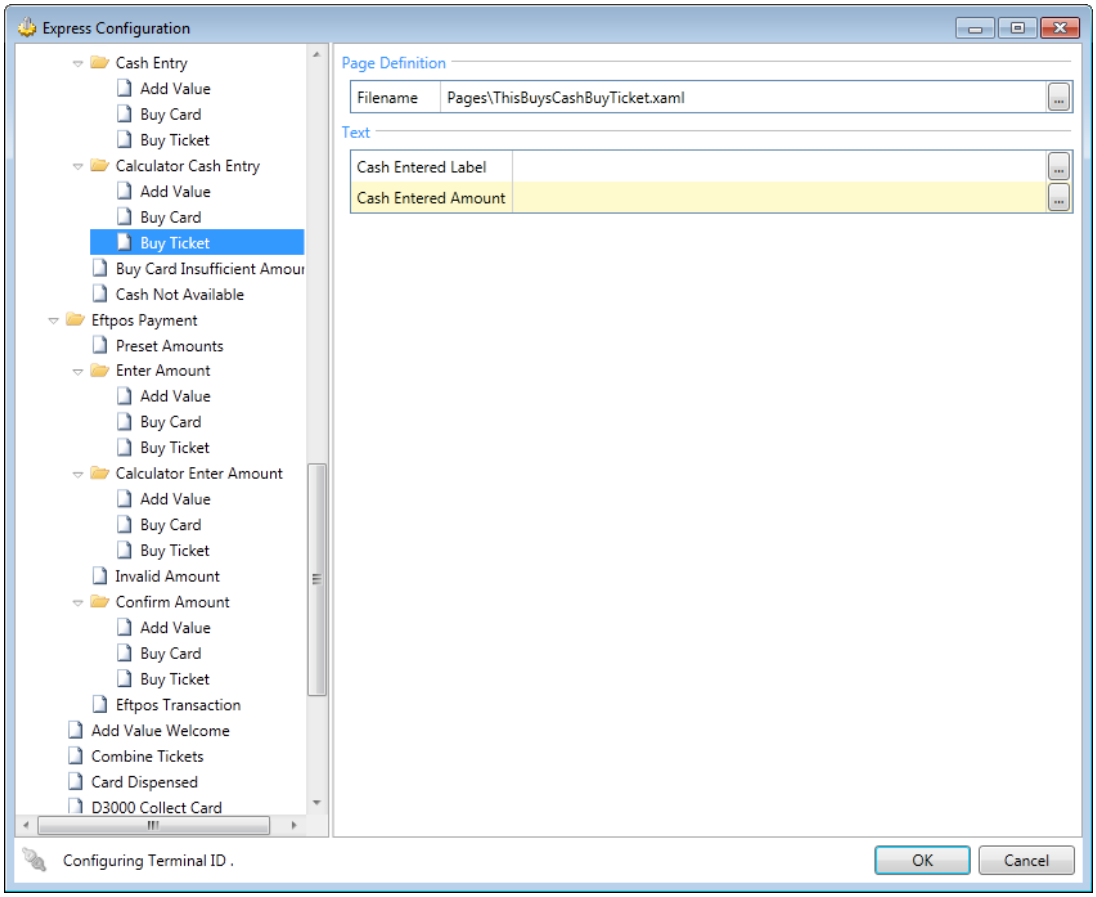
Buy Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



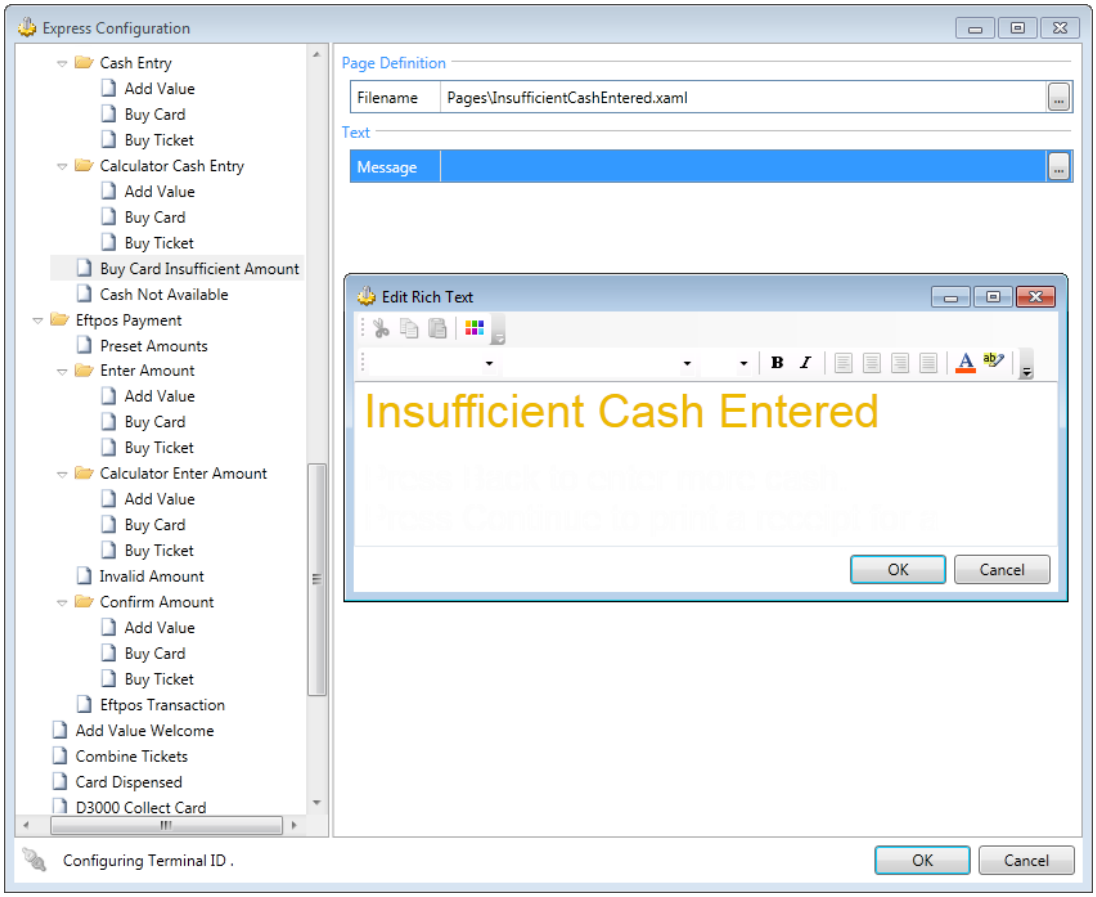
Buy Ticket

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



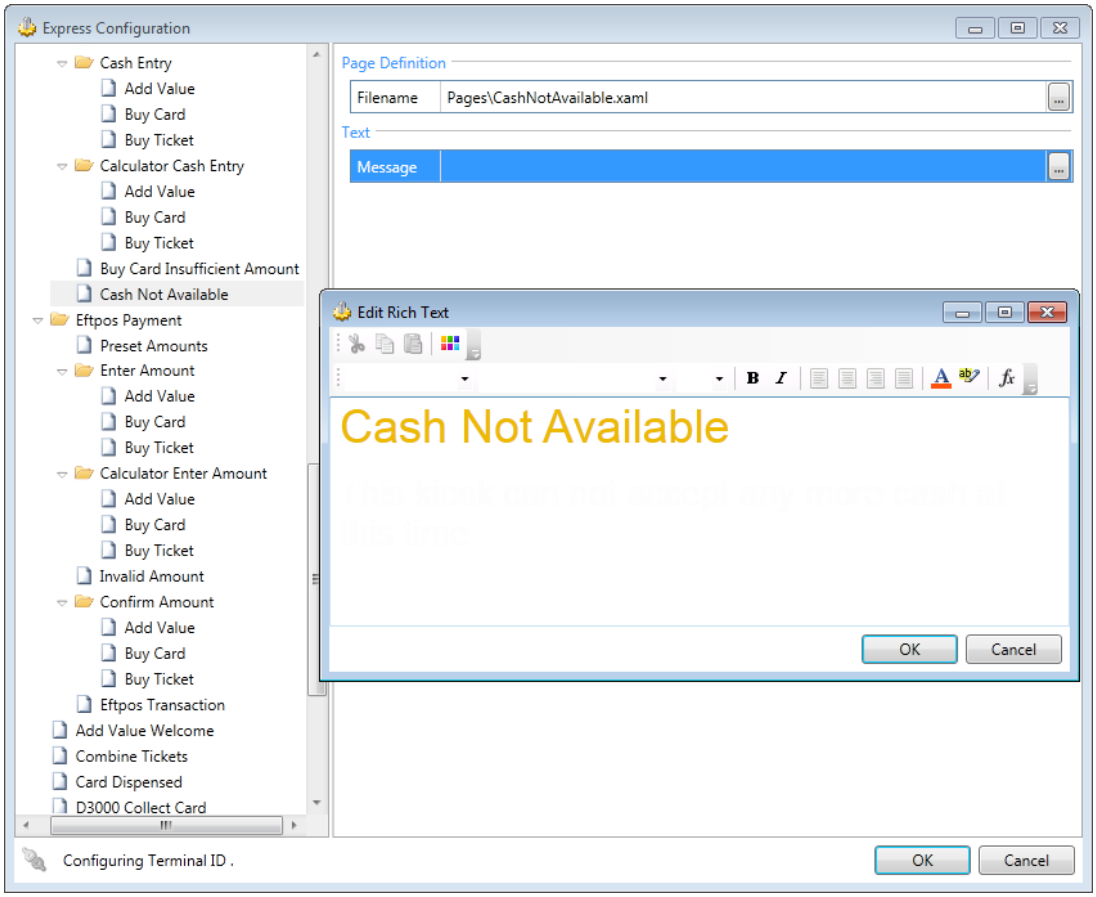
Buy Card Insufficent Amount

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



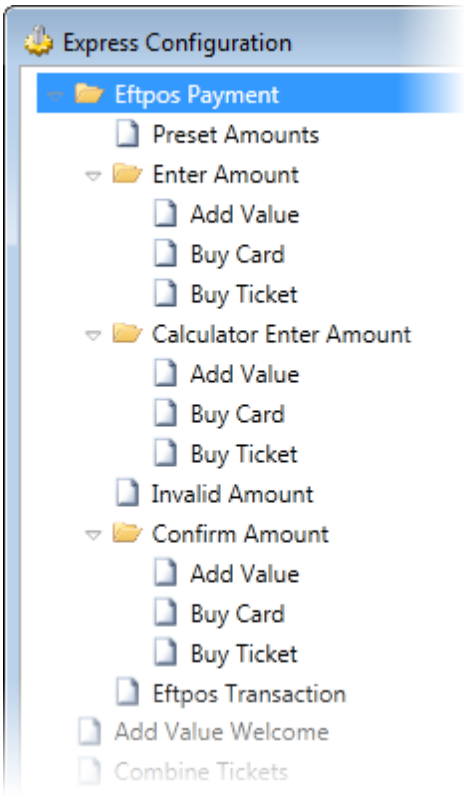
Cash Not Available

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Eftpos Payment

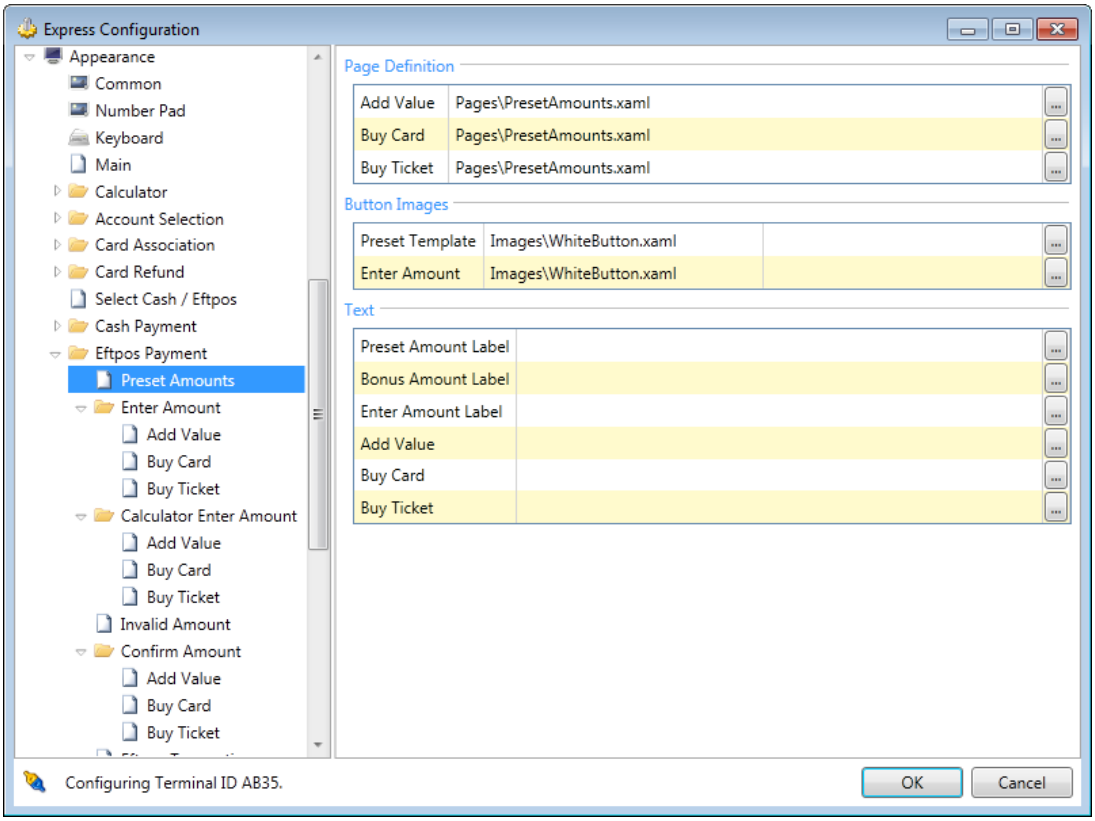
This option allows you to customise the messages displayed during the EFTPOS process.



If no message is specified, the default is used. Enter a new message by selecting an item, pressing the *Edit* button, and typing a message.

Preset Amounts

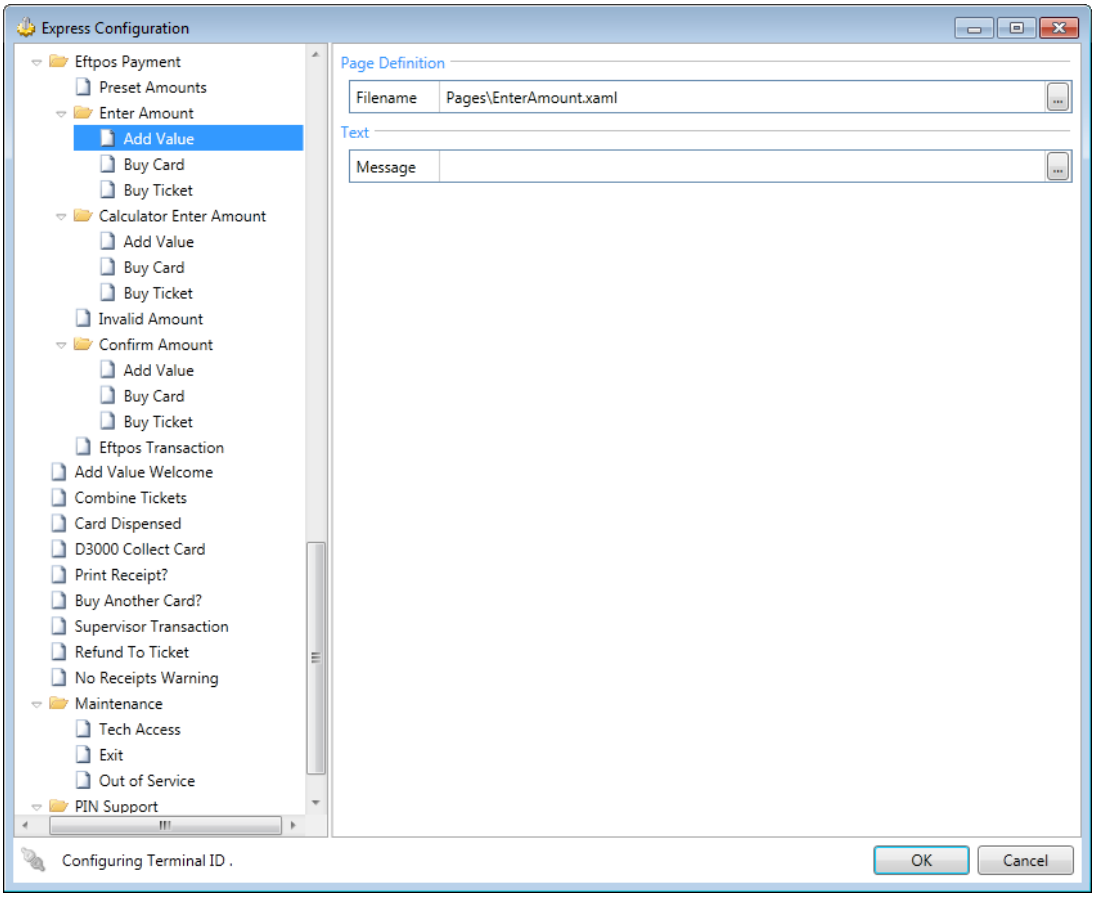
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Enter Amount

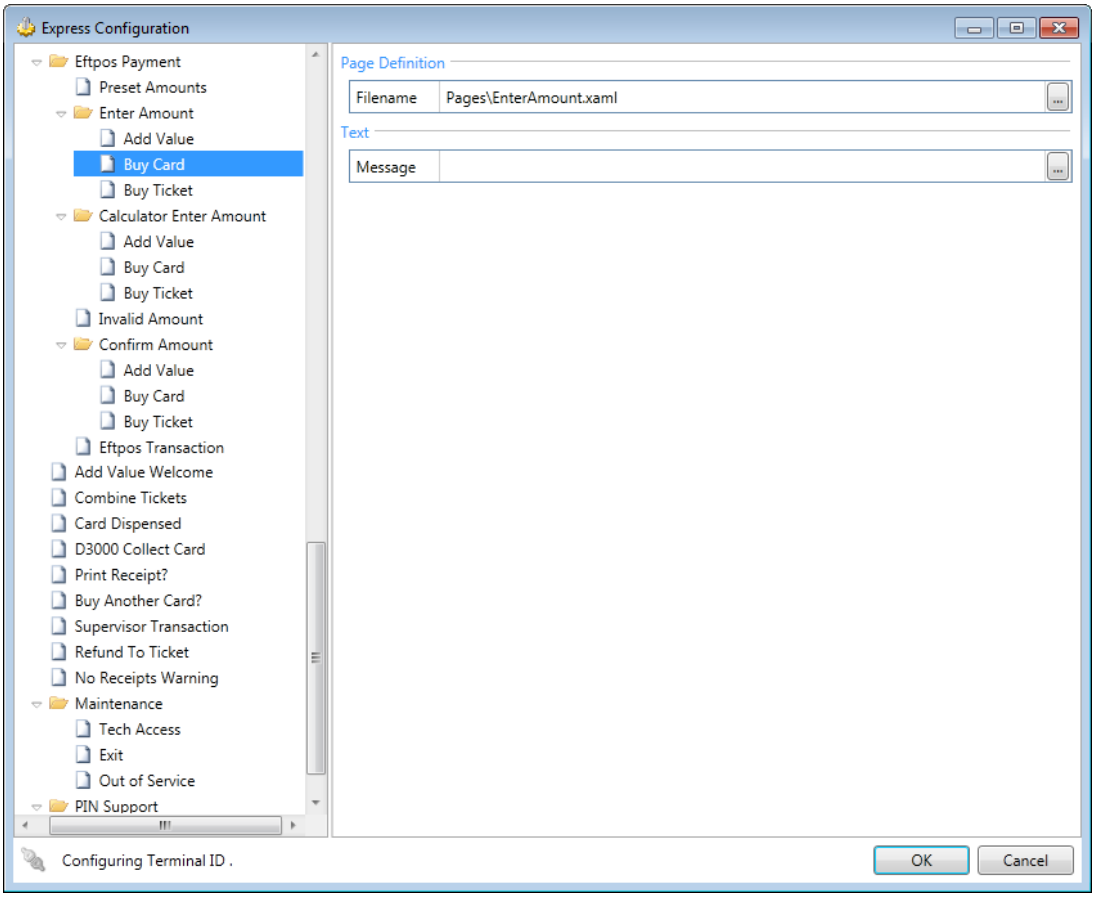
Add Value

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



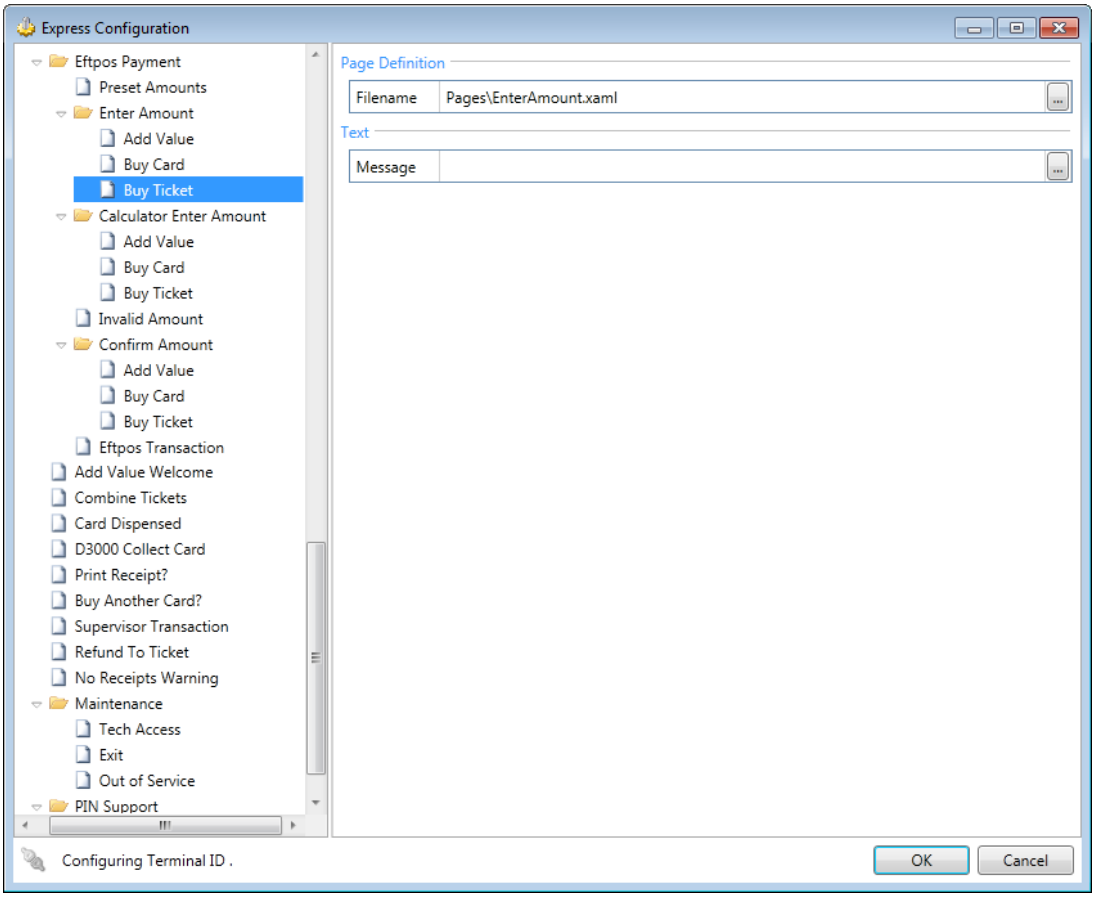
Buy Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Buy Ticket

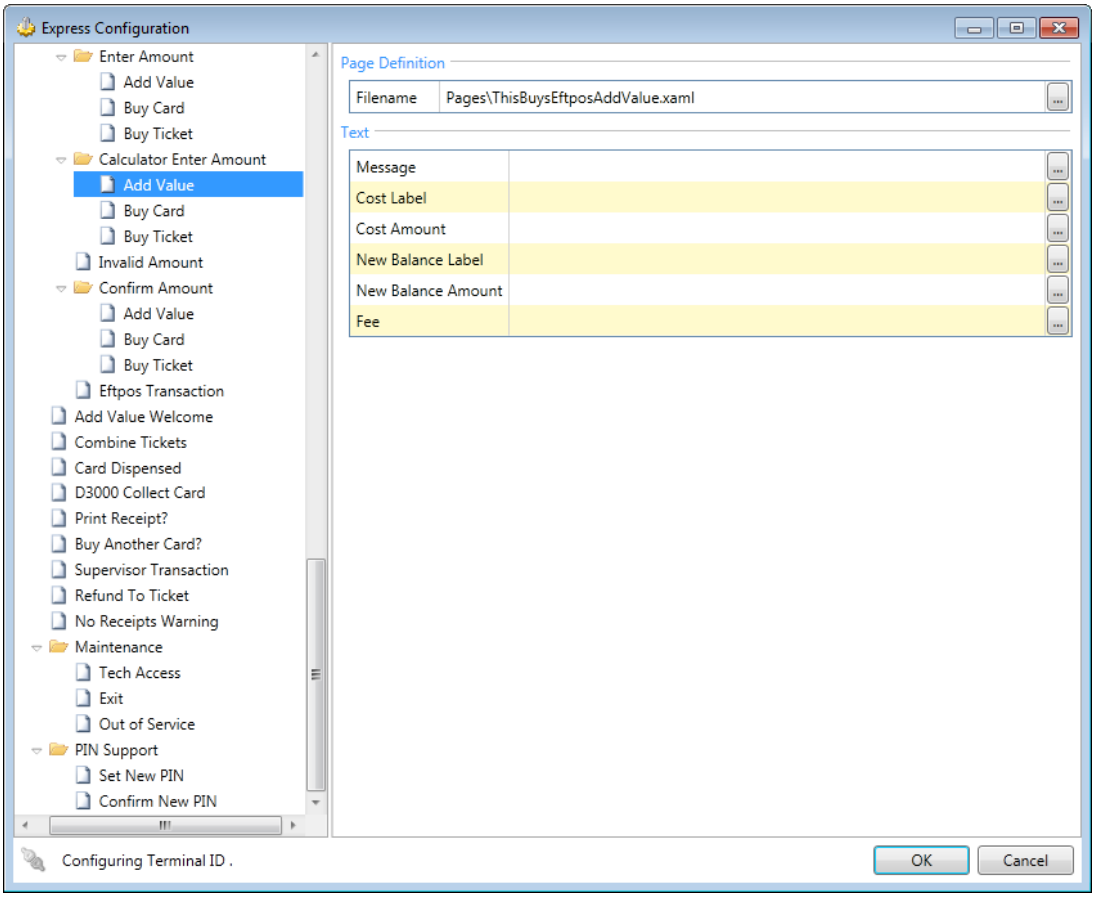
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Calculator Enter Amount

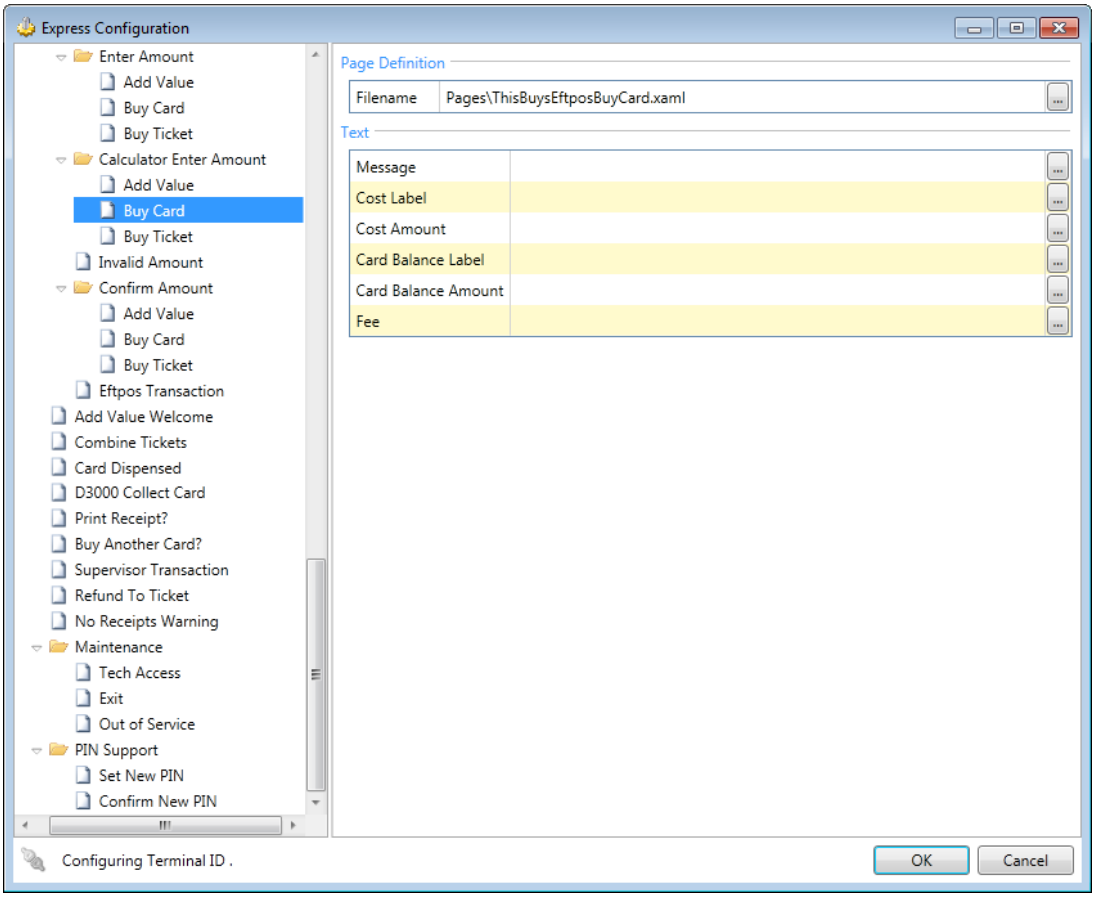
Add Value

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



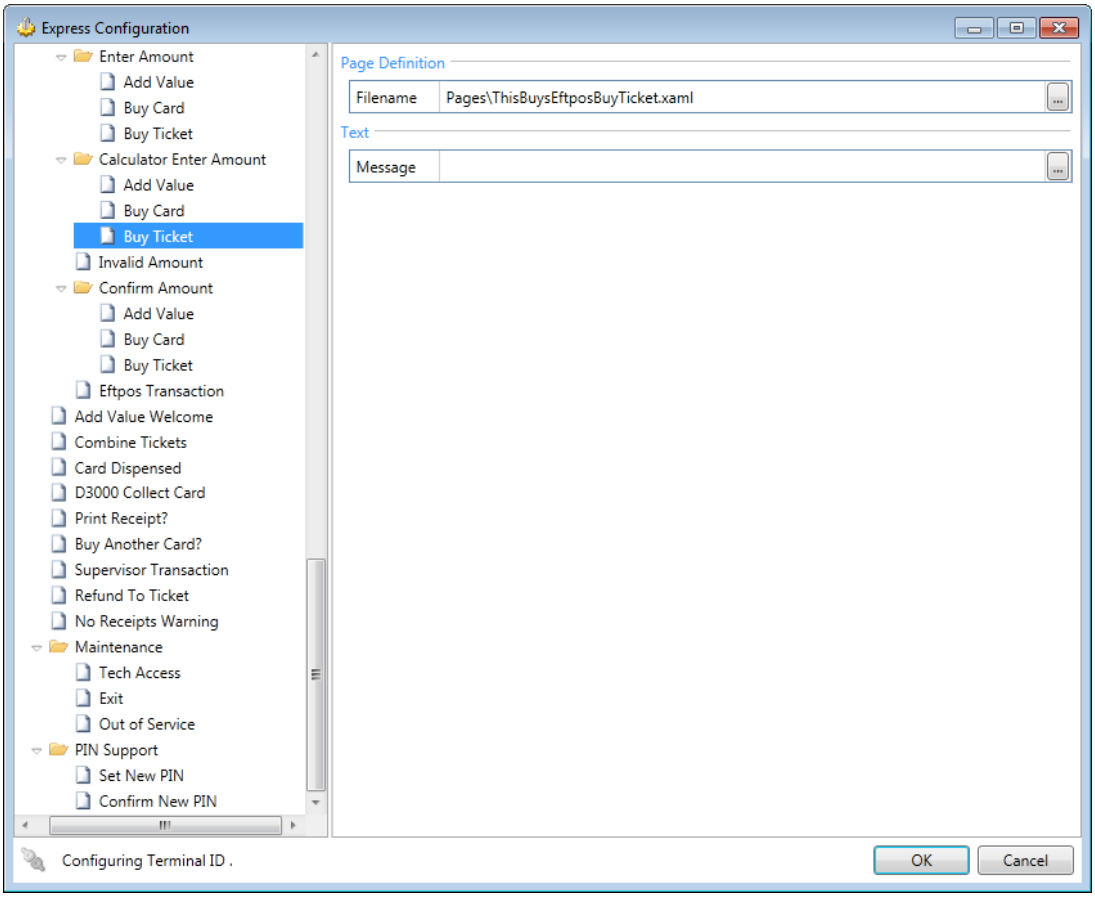
Buy Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



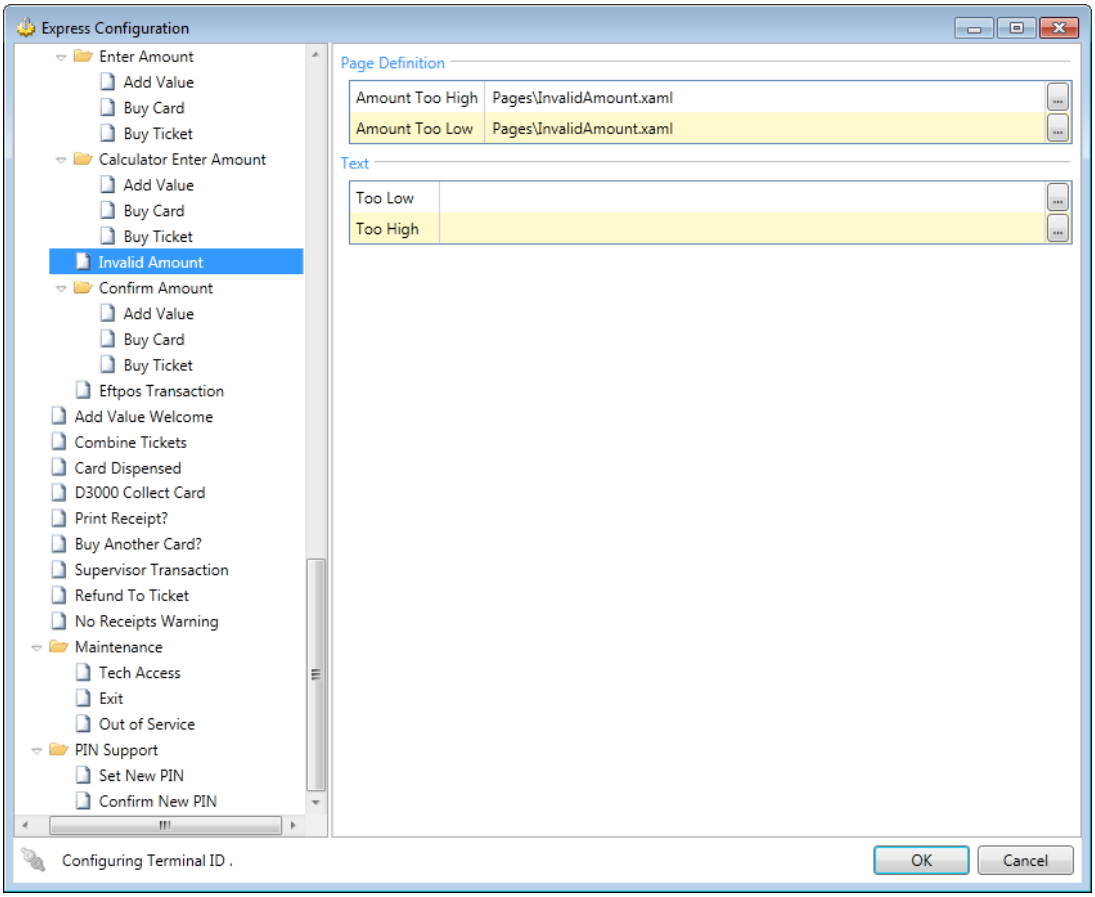
Buy Ticket

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Invalid Amount

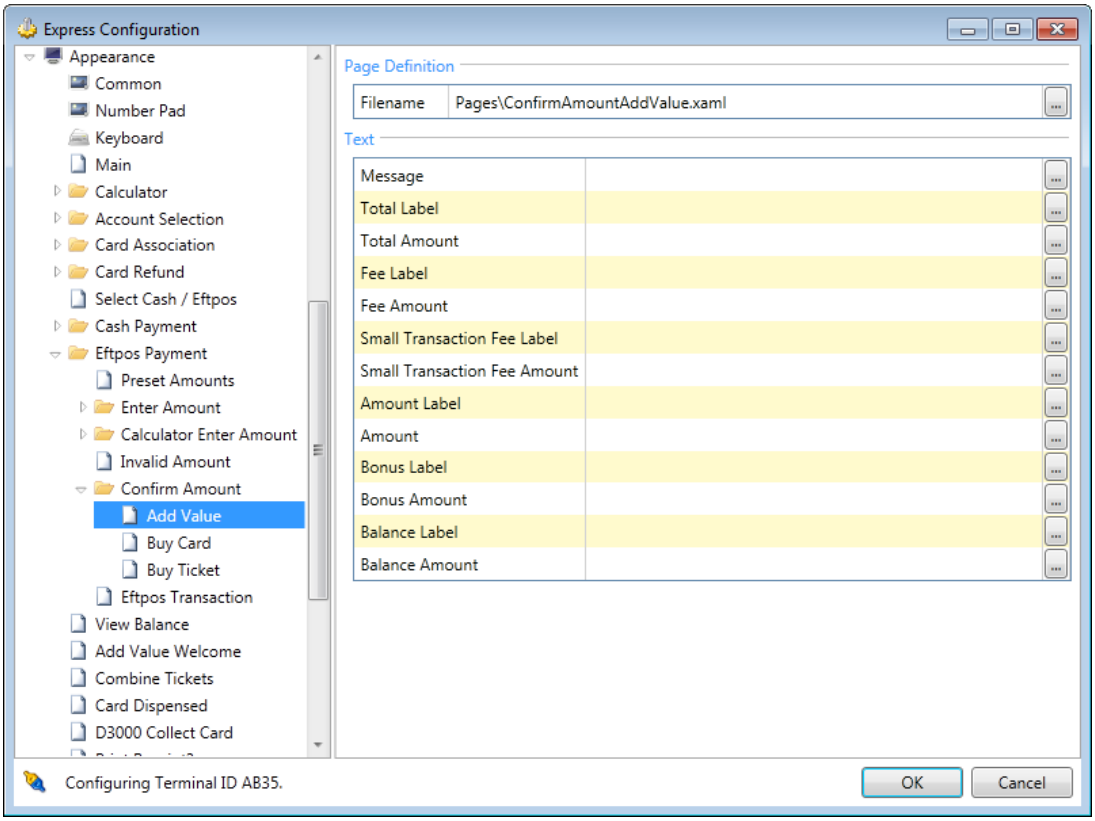
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Confirm Amount

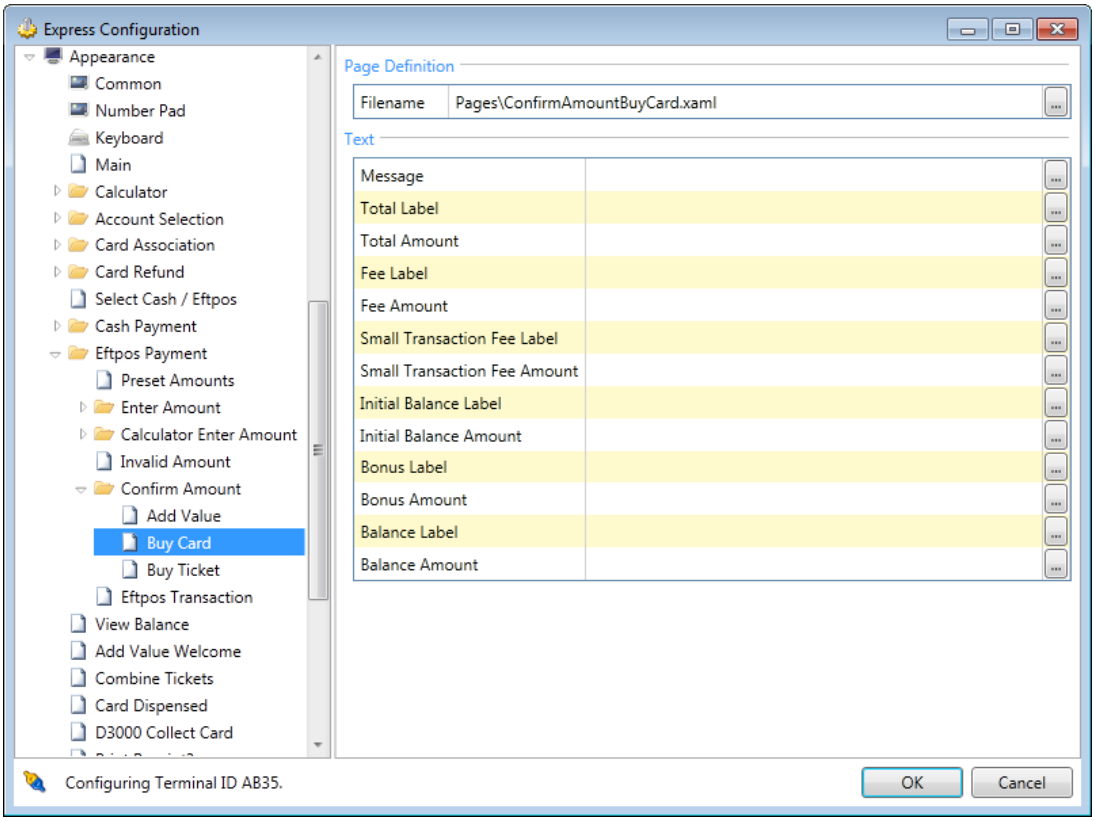
Add Value

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



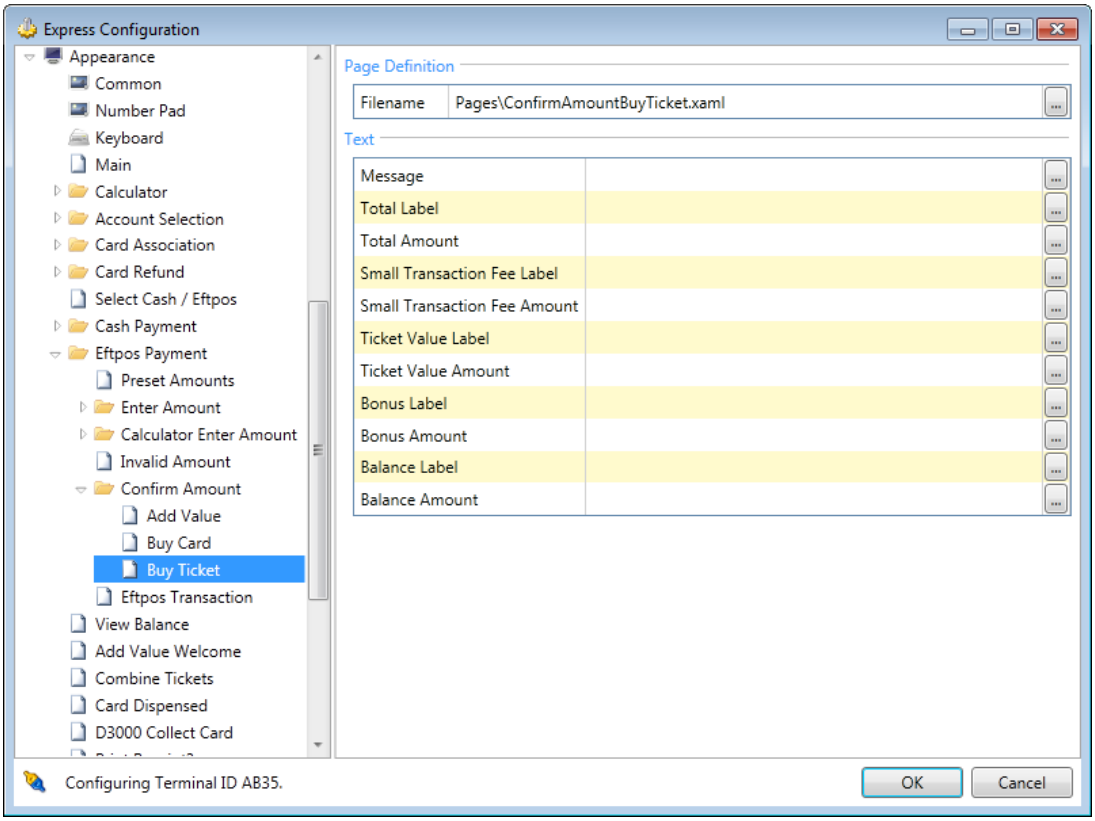
Buy Card

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



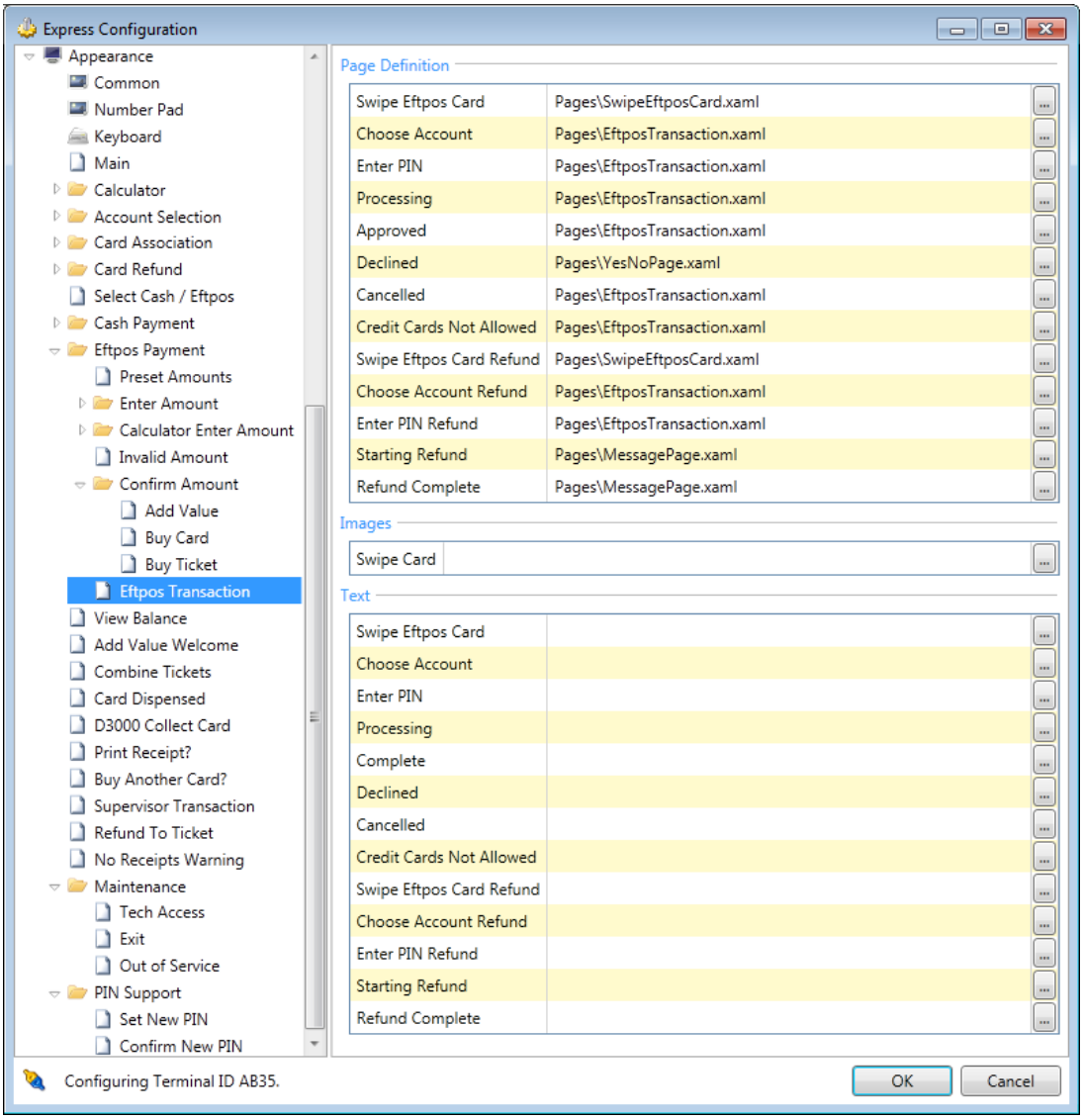
Buy Ticket

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



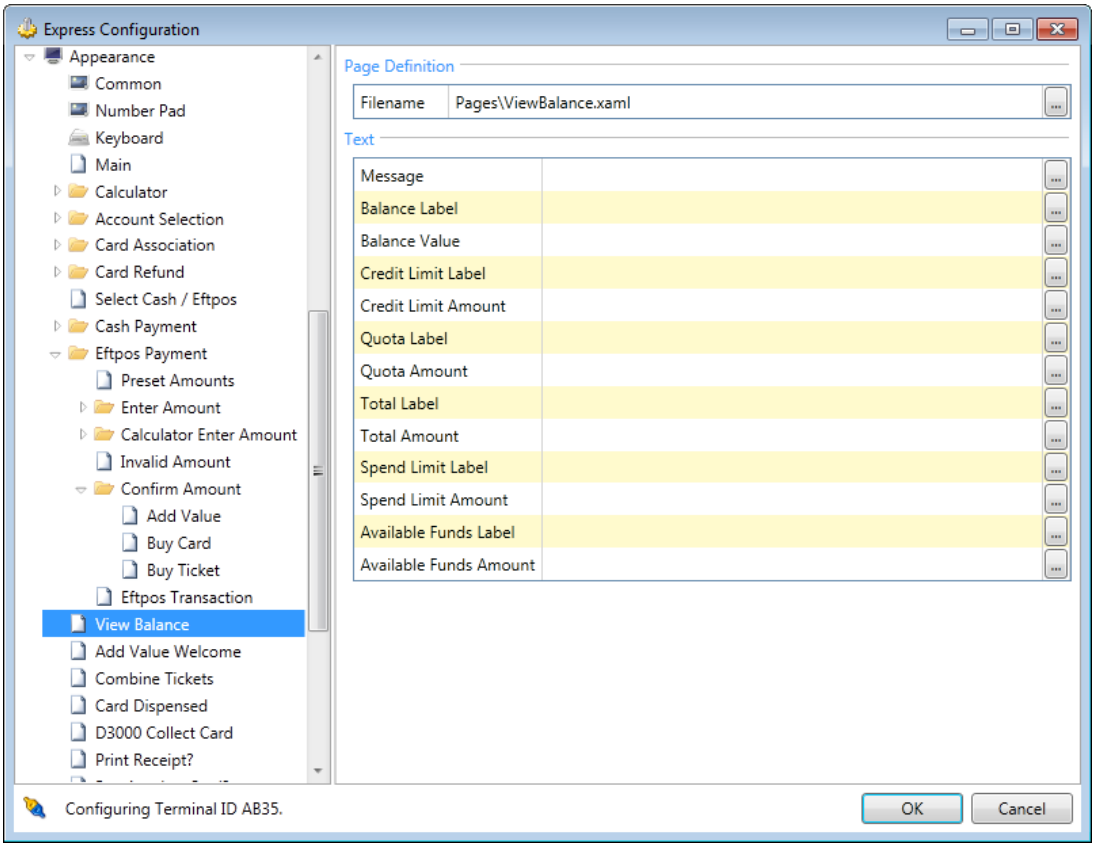
Eftpos Transaction

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



View Balance

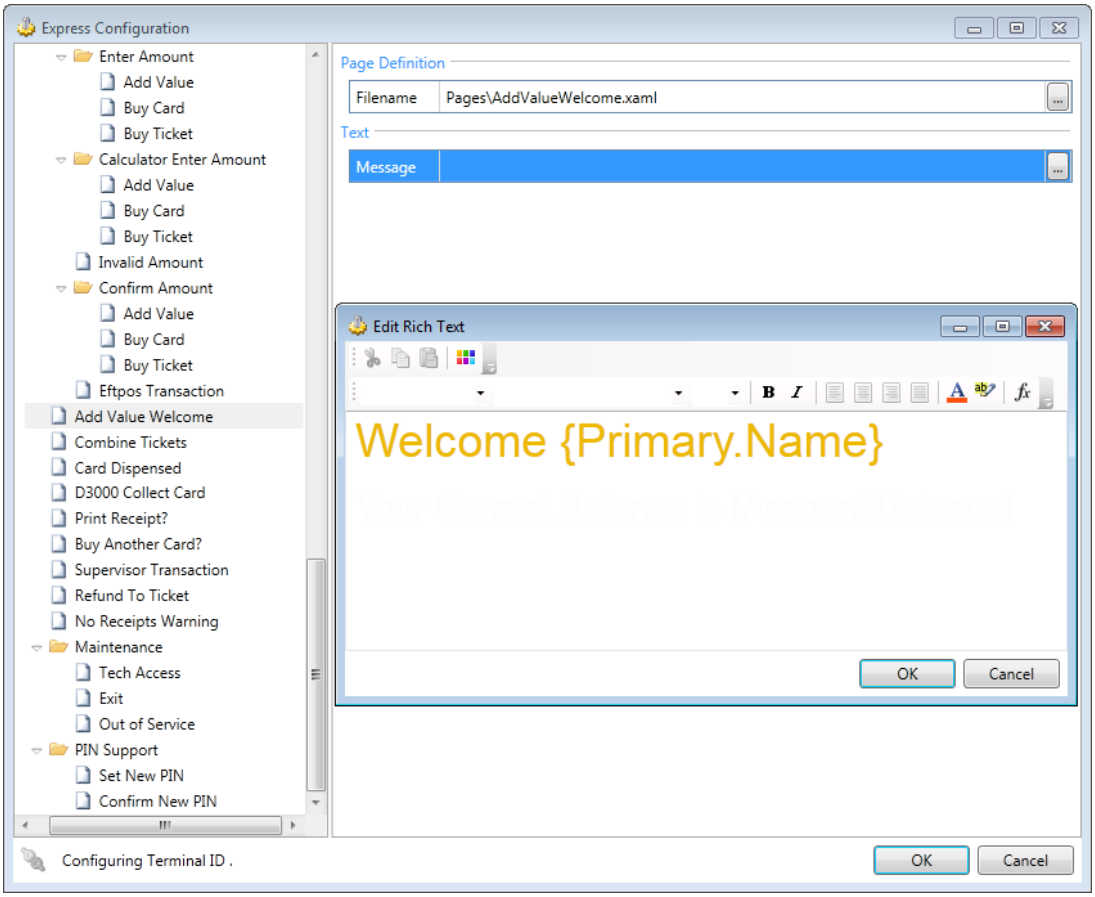
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.



Add Value Welcome

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified or changed.

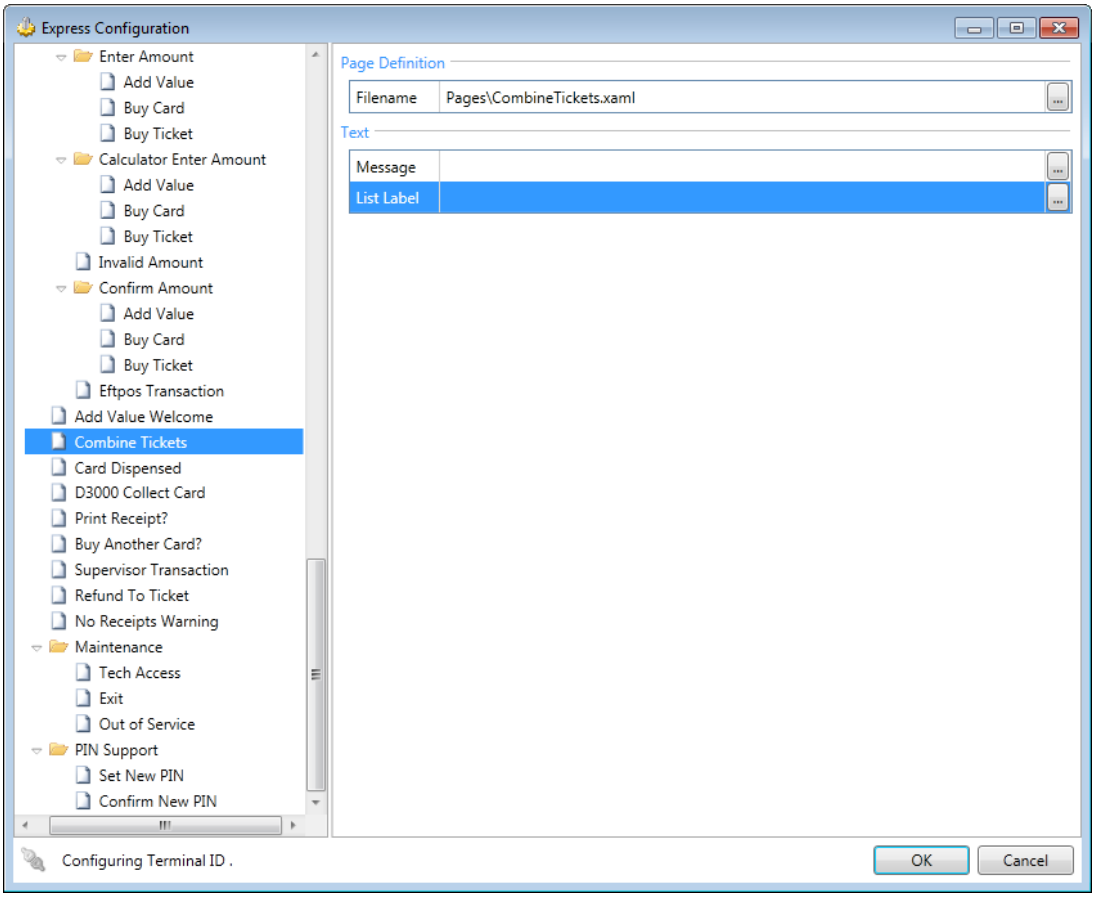
Note that the {Primary.Name} value is replaced by the user's name before it is displayed to them.



Combine Tickets

This option allows you to customise the wording or appearance of the Combine Tickets screens by specifying replacement images.

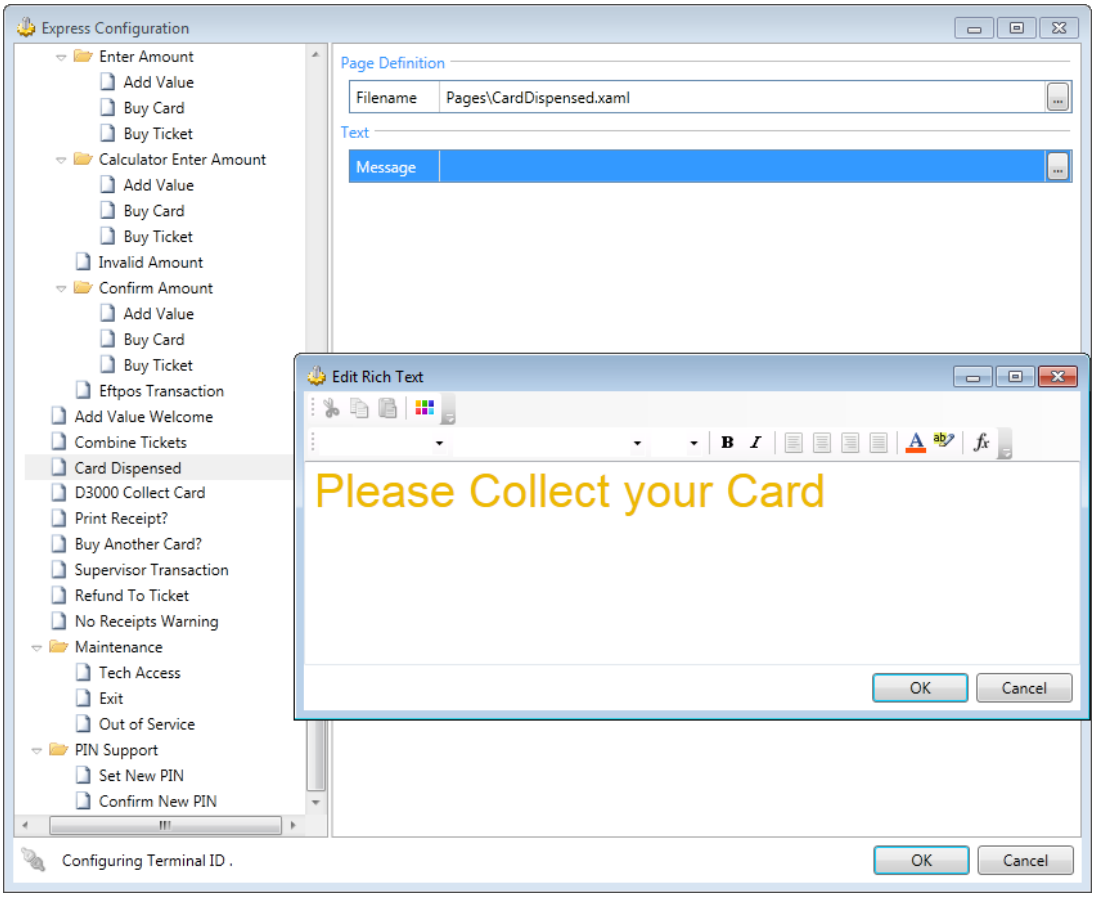
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Card Dispensed

This option allows you to customise the wording or appearance of the Card Dispensed screens by specifying replacement images.

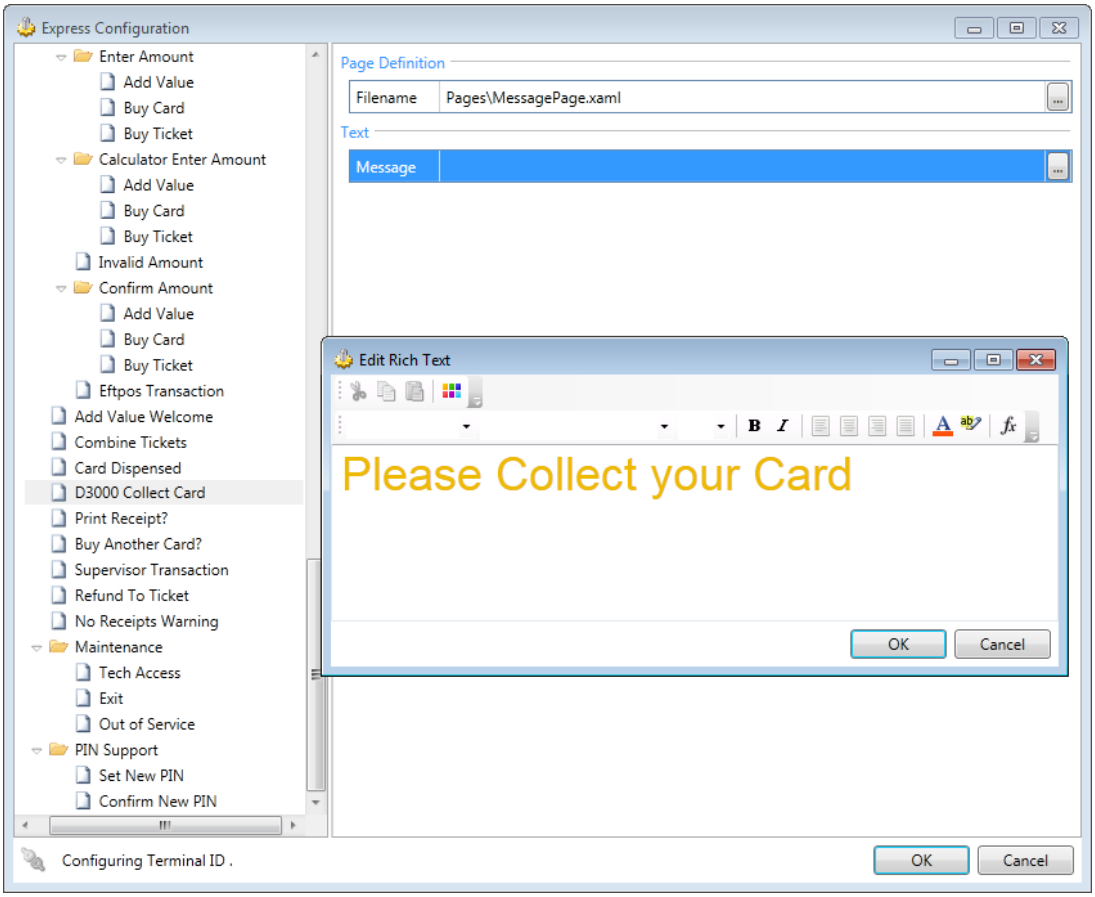
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



D3000 Collect Card

This option allows you to customise the wording or appearance of the Collect Card screens by specifying replacement images.

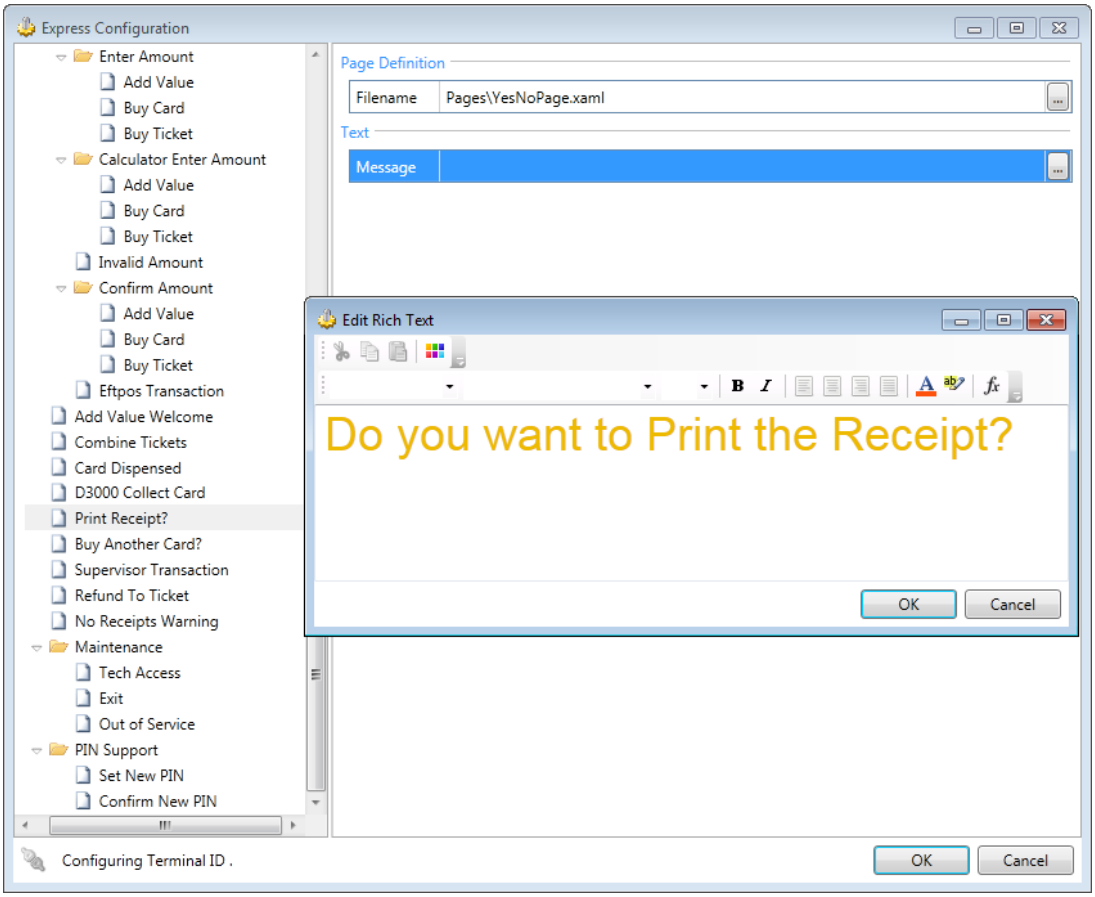
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Print Receipt?

This option allows you to customise the wording or appearance of the *Print Receipt?* screens by specifying replacement images.

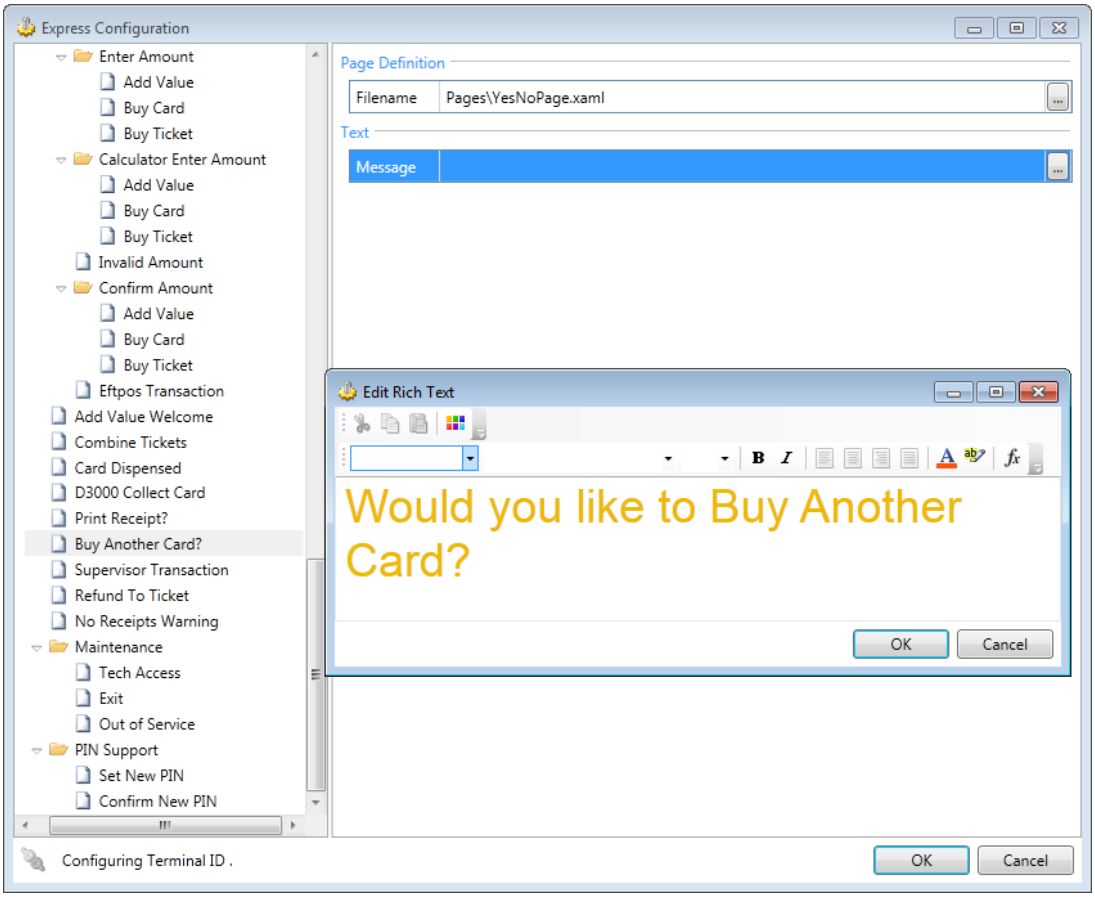
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Buy Another Card?

This option allows you to customise the wording or appearance of the *Buy Another Card?* screens by specifying replacement images.

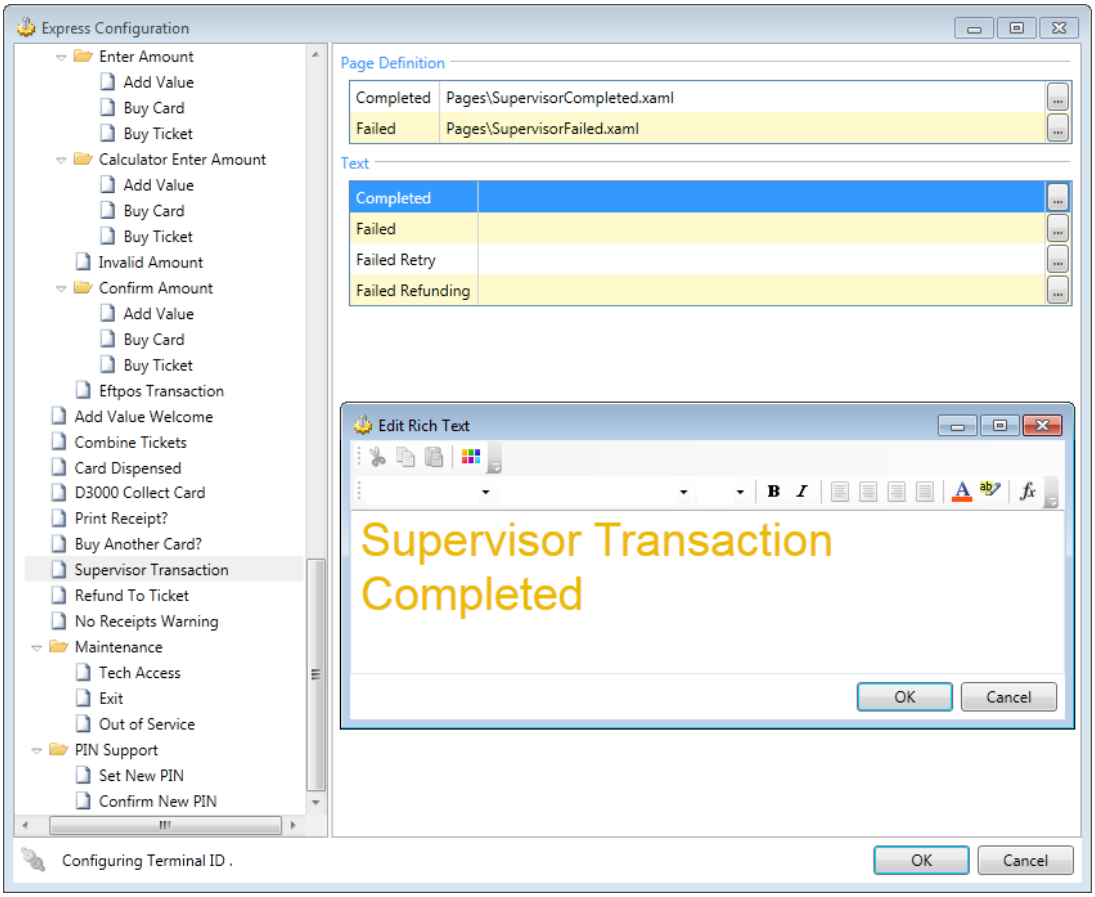
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Supervisor Transaction

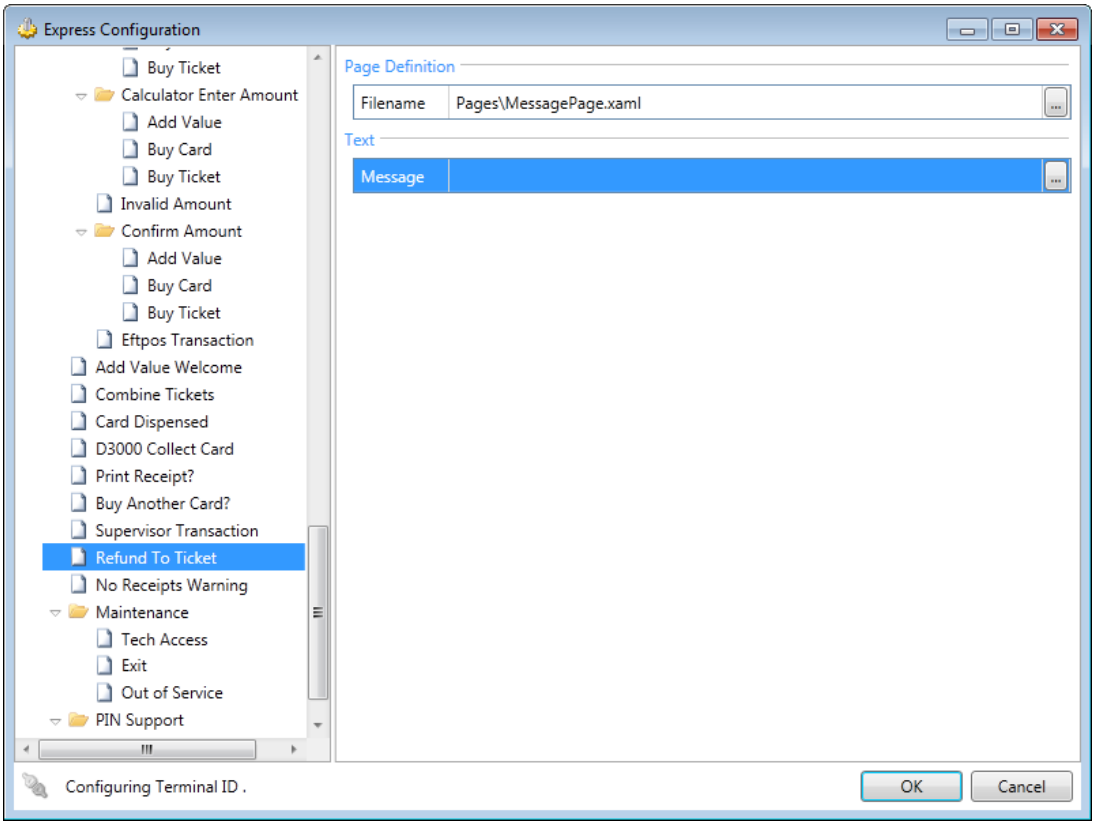
This option allows you to customise the wording or appearance of the Supervisor Transaction screens by specifying replacement images.

By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



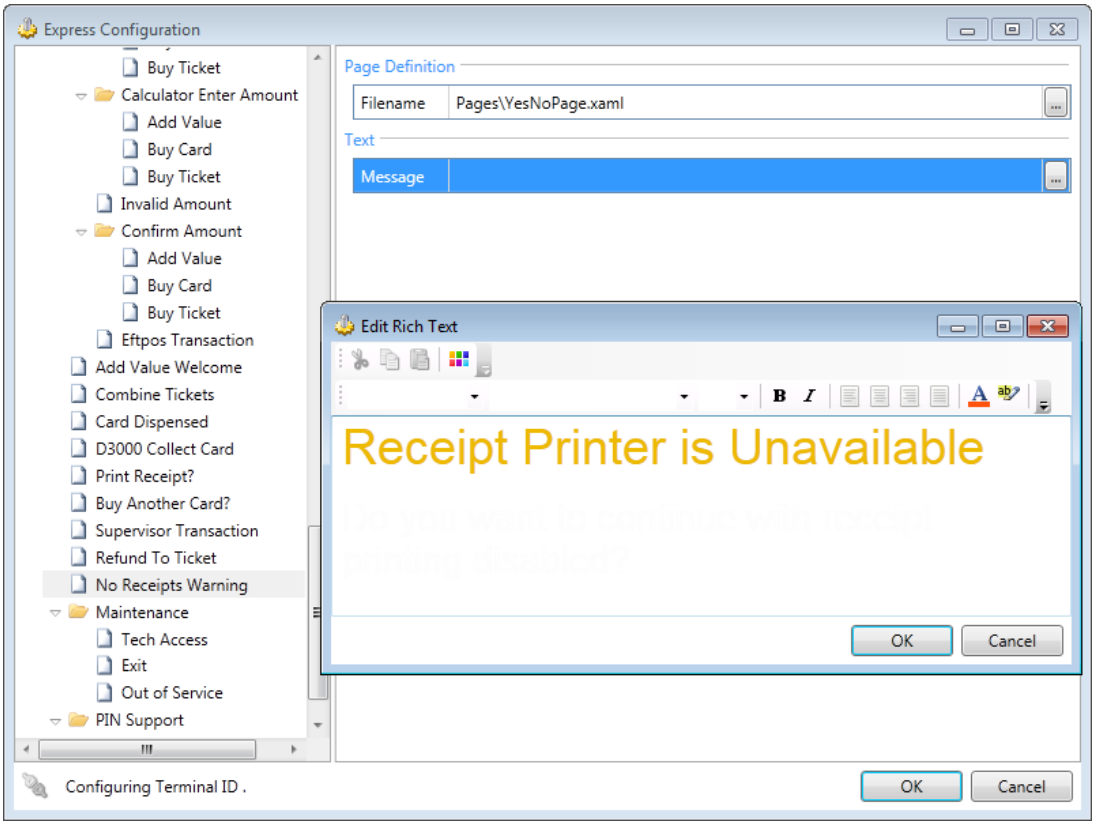
Refund to Ticket

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



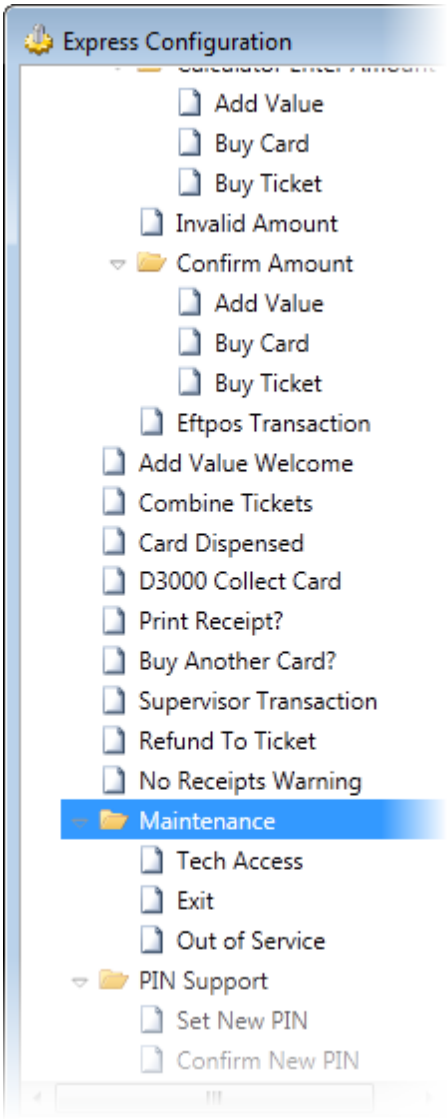
No Receipts Warning

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Maintenance

This section holds all the Maintenance images and text used.

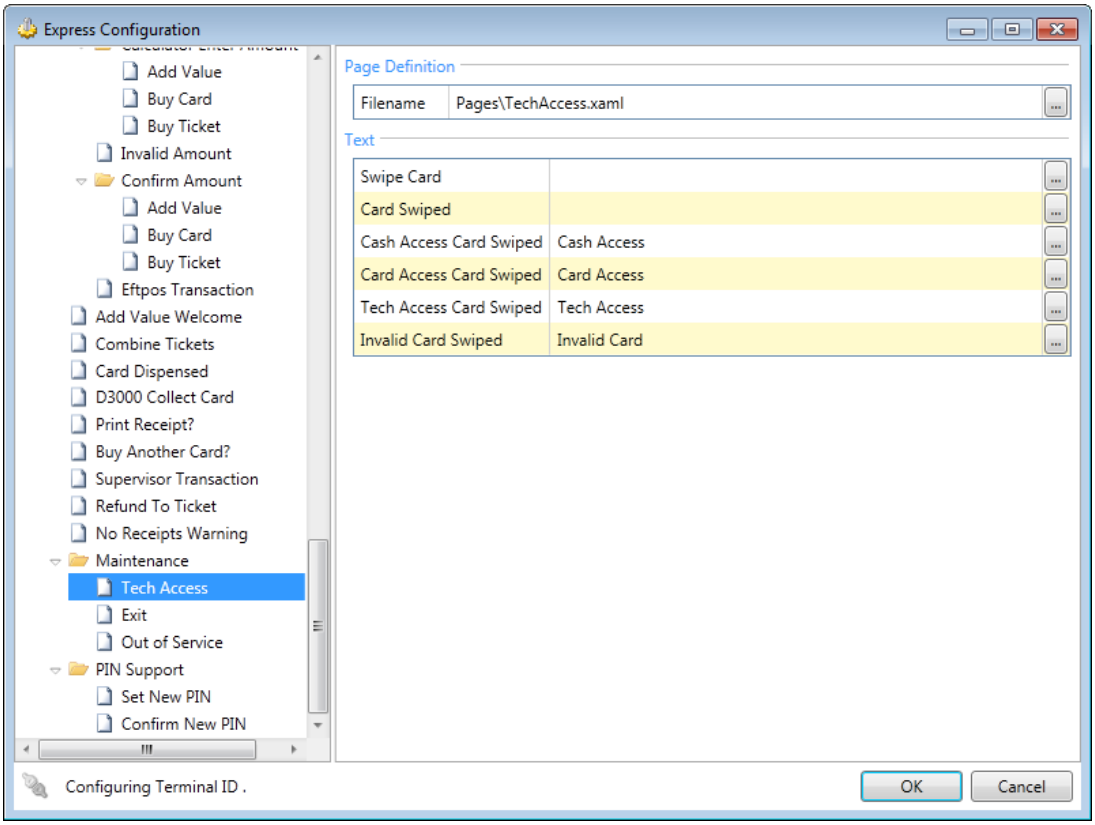


If no message is specified, the default is used. Enter a new message by selecting an item, pressing the *Edit* button, and typing a message.

Tech Access

This option allows you to customise the wording or appearance of the Tech Access screens by specifying replacement images.

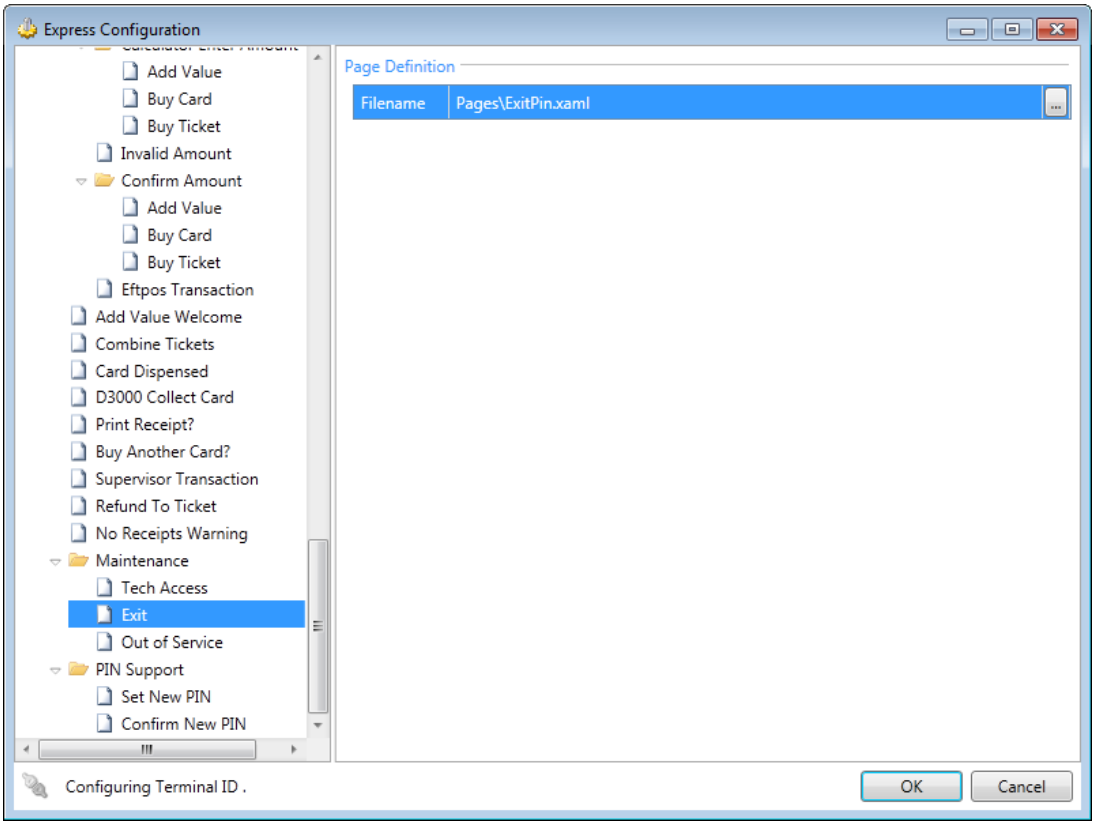
By clicking on the buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Exit

This option allows you to customise the wording or appearance of the Exit screens by specifying replacement images.

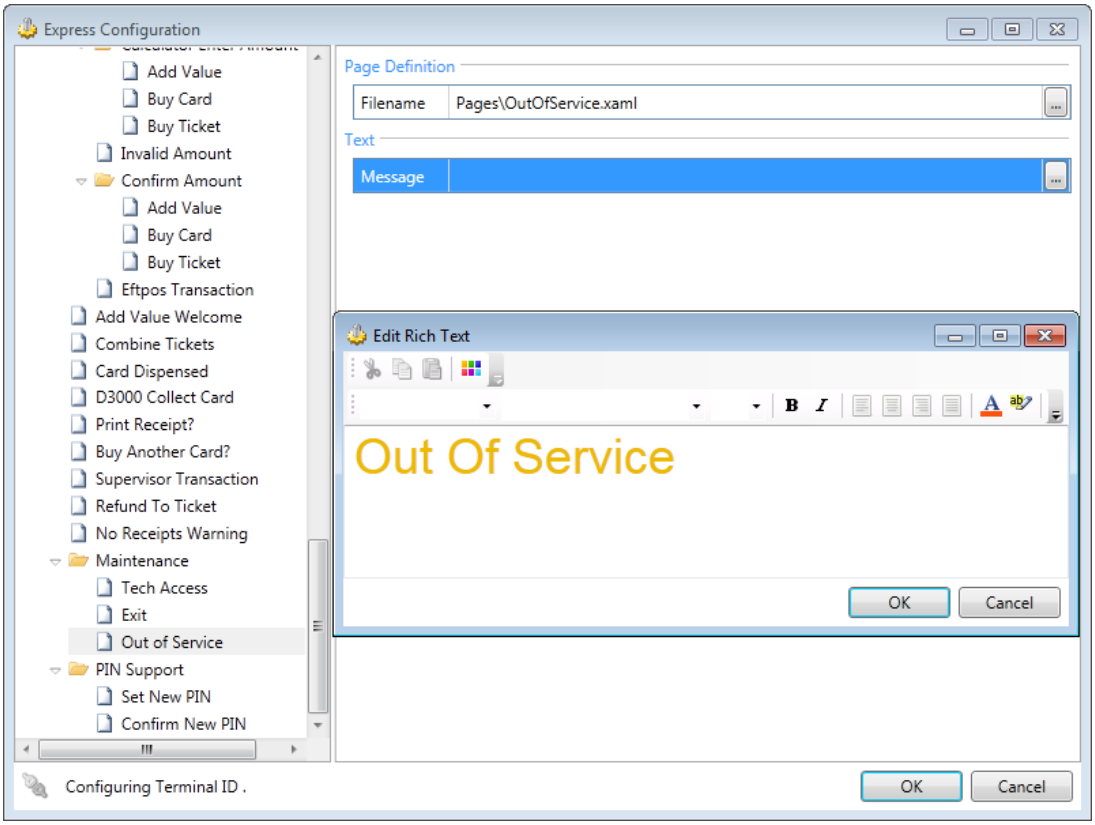
By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Out of Service

This option allows you to customise the wording or appearance of the Out of Service screens by specifying replacement images.

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.

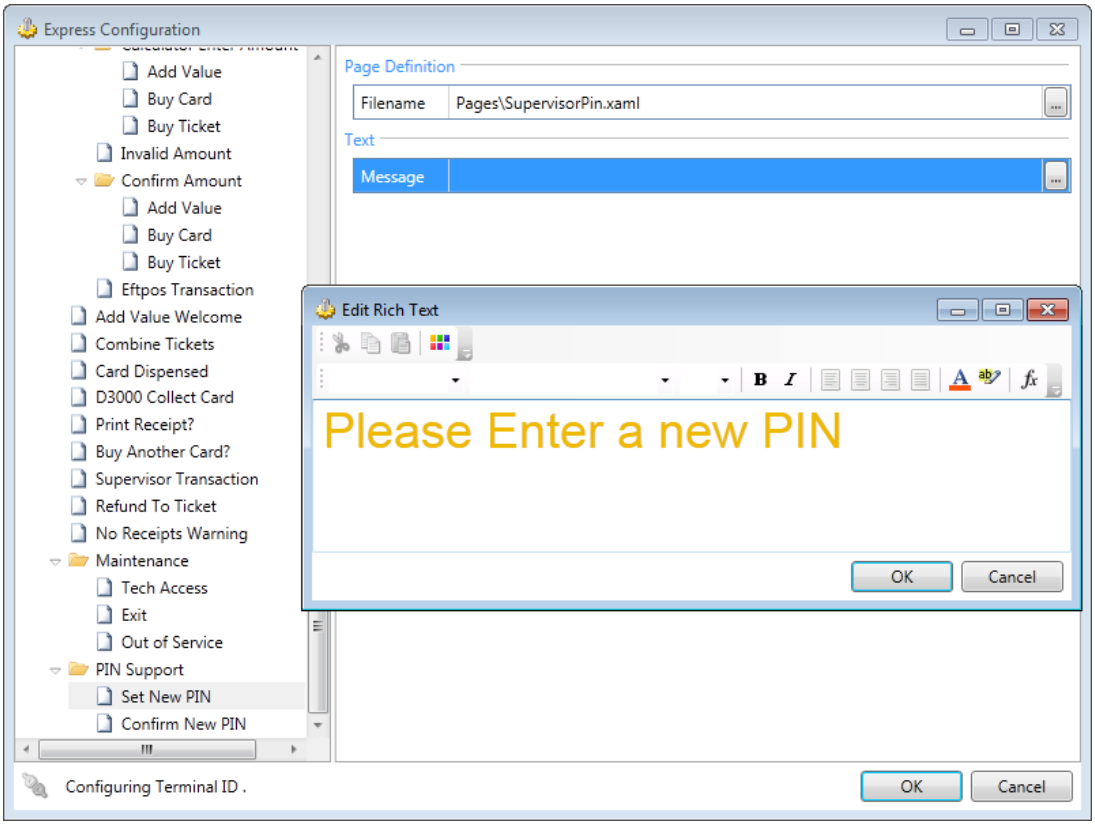


PIN Support

This section holds all the PIN Support images and text used.

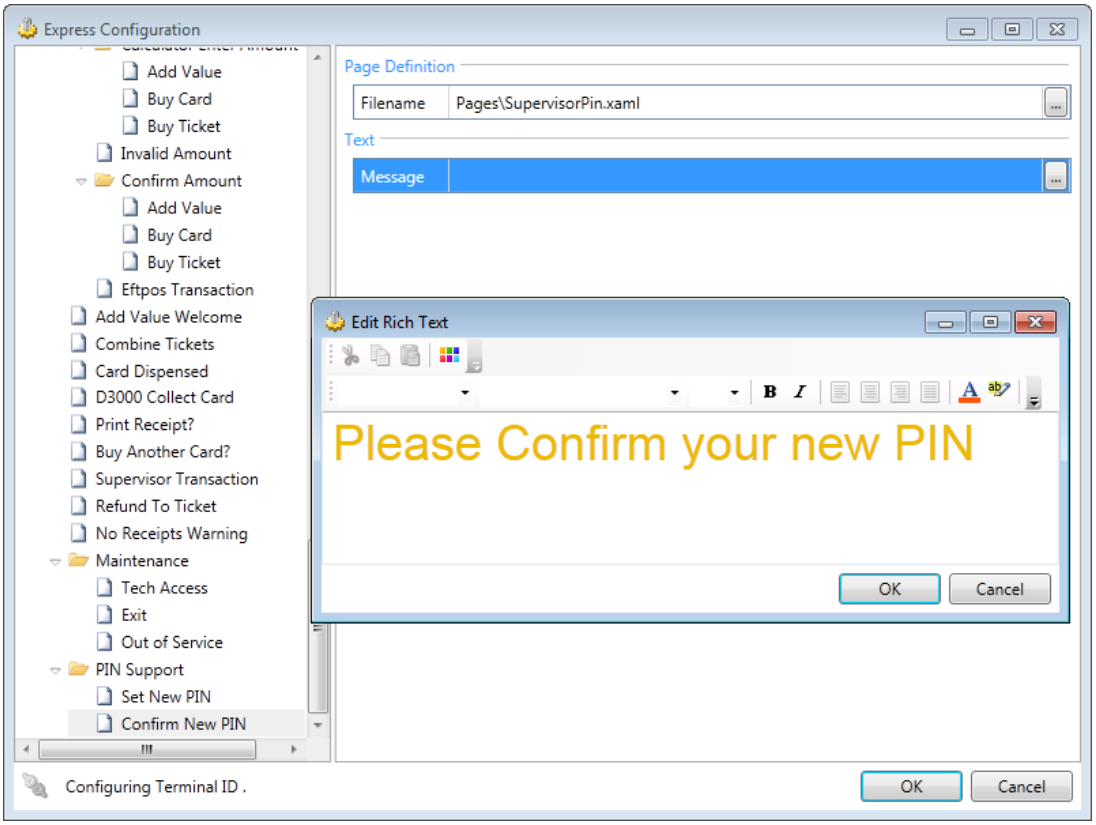
Set New PIN

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.



Confirm New PIN

By clicking on the ... buttons to the right of the page, the image or text is opened to view. This allows the text, font, style or image to be modified.

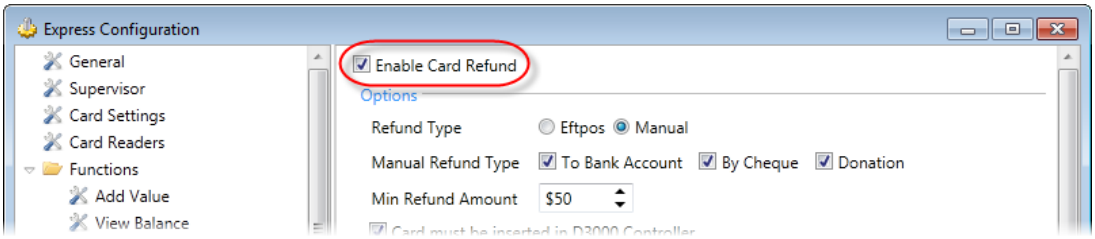

Express Configuration
Add Value
Buy Card
Buy Ticket
Invalid Amount
Confirm Amount
Add Value
Buy Card
Buy Ticket
Eftpos Transaction
Add Value Welcome
Combine Tickets
Card Dispensed
D3000 Collect Card
Print Receipt?
Buy Another Card?
Supervisor Transaction
Refund To Ticket
No Receipts Warning
Maintenance
Tech Access
Exit
Out of Service
PIN Support
Set New PIN
Confirm New PIN
Page Definition
Filename
Pages\SupervisorPin.xaml
Text
Message
Edit Rich Text
Please Confirm your new PIN
OK
Cancel
Configuring Terminal ID .
OK
Cancel

Configuration Appendix 1: Manual Refunds

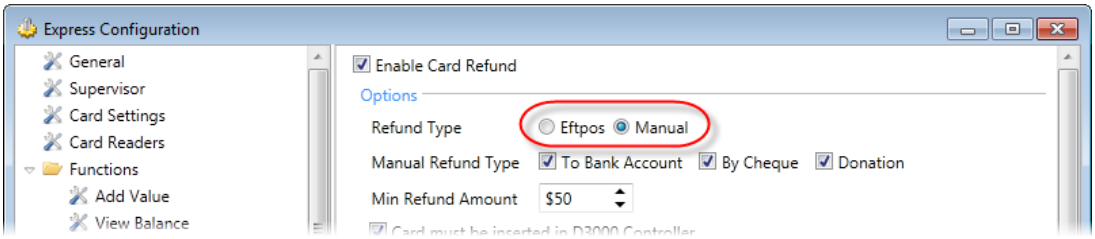
This section will guide you through all the steps required to configure the system to give manual refunds, including the email configuration required to send the manual refund request to a system administrator.

Activating Manual Refund functionality

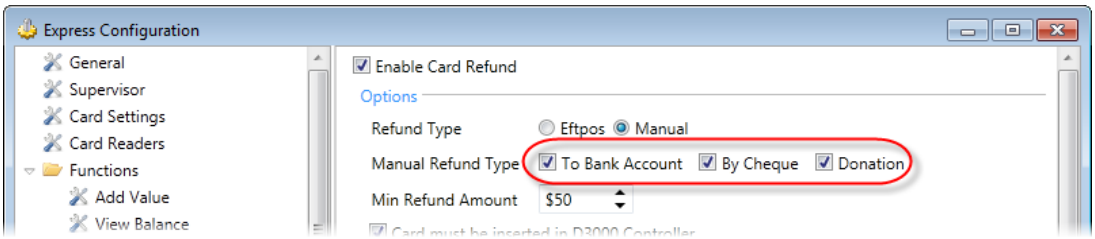
1. In the configuration, under Functions -> Card Refund -> Options, Tick the option *Enable Card Refund*



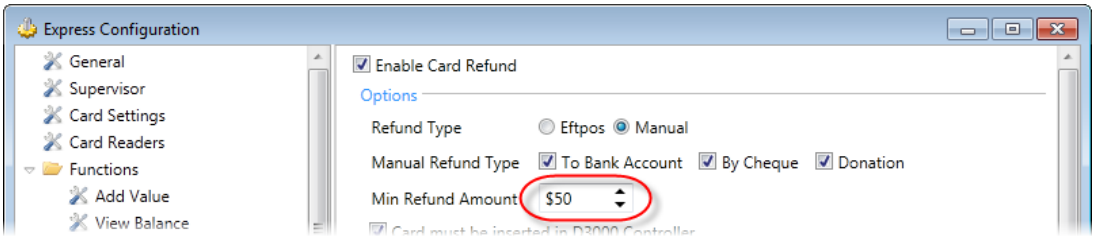
2. Set *Refund Type* to *Manual.*



3. Under *Manual Refund Type*, Choose which types of manual refund to offer the user. The options are To Bank Account, By Cheque or Donation.



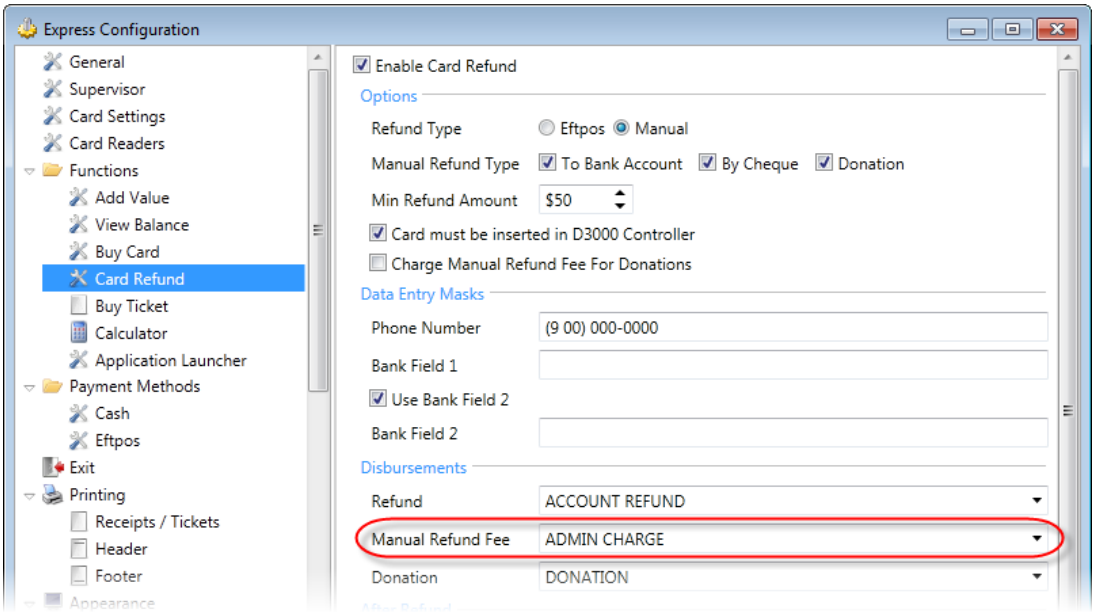
4. Set a minimum allowable amount to be refunded. Any account with less than this will not be refunded.



Setting the fees

Fees are optional, but a good way to cover administration costs. If this is enabled, the fee will be deducted from the user's account prior to the refund application being sent to the administrator.

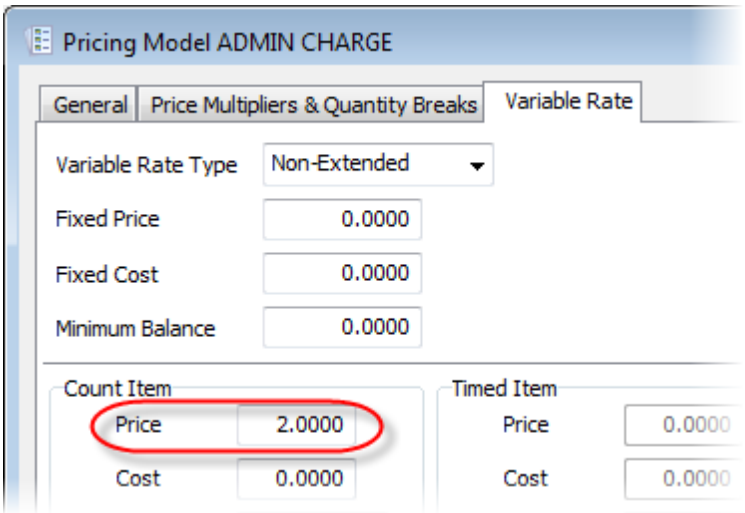
1. Choose which disbursement (pricing model) you wish to use for the fee. Where possible, this should be left at the default value of ADMIN CHARGE.



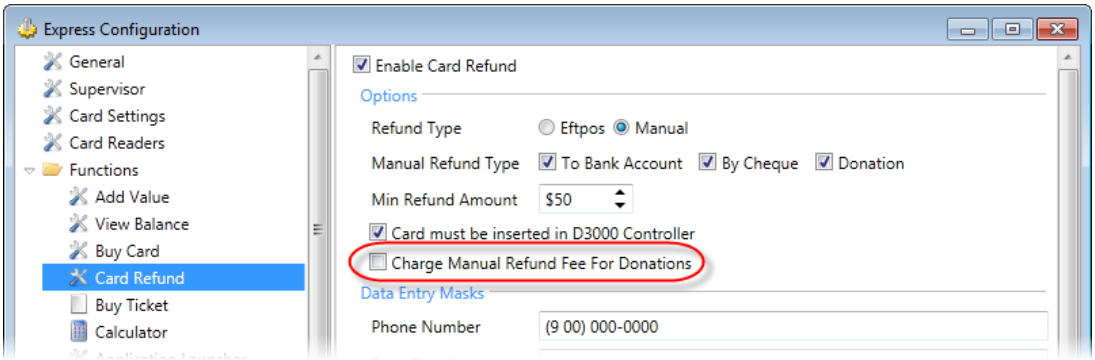
2. Open *Supervisor Administrator* and then go to *Transaction -> Pricing Model*

3. Find the pricing model defined in step 1, and edit it.

4. Open the *Variable Rate* tab and change the *Count Item - Price* to the value of the refund fee.



5. If you wish to deduct a refund fee prior to the donation being processed, enable the option *Charge Manual Refund Fee For Donations* in the Express configuration tool.

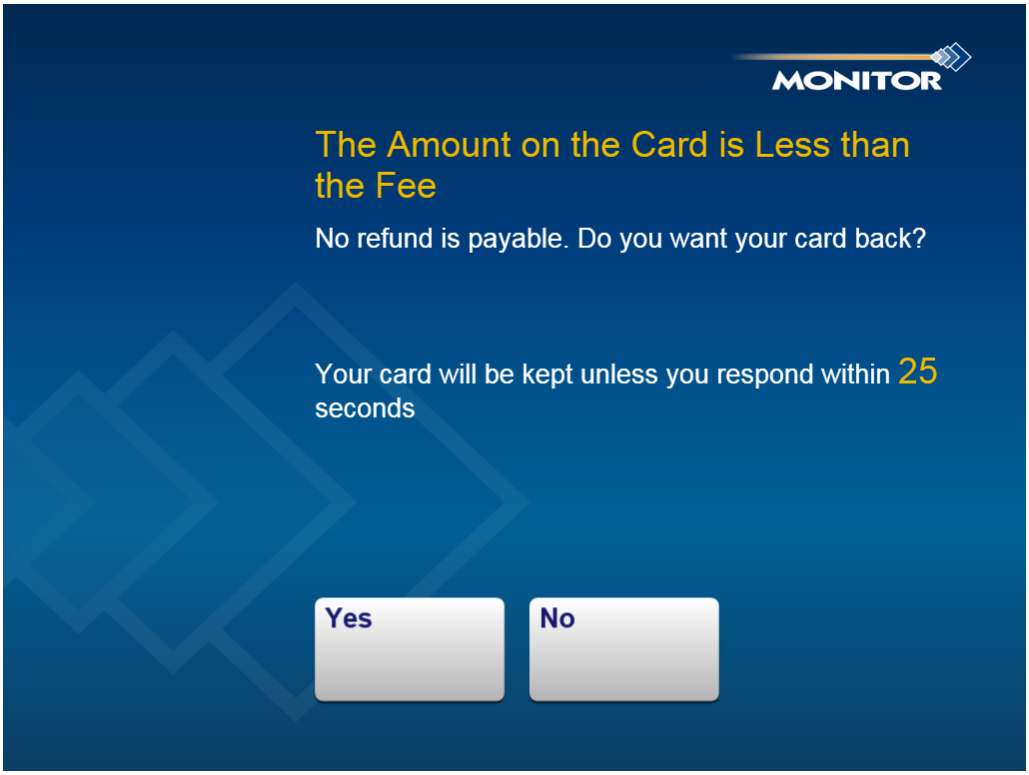


If account balances are less that the fees

There will be situations when a user's account balance is less than the refund fee that you have set. In addition to this scenario is whether or not a donation is subject to the refund fee, as described earlier. These two scenarios are covered in more detail below:

1. User's balance is less than refund fee, donations are subject to an admin fee.

Under this circumstance, the user will see the following message:


MONITOR
The Amount on the Card is Less than the Fee
No refund is payable. Do you want your card back?
Your card will be kept unless you respond within 25 seconds
Yes
No

If they do not respond to the message before the timer expires, it is the same as if they clicked the *No* button.

Either way, an *Admin Charge* transaction is generated and the card is swallowed. There is no donation transaction generated.

2. User's balance is less than refund fee, donations are **NOT** subject to an admin fee.

Under this circumstance, it is recommended that you change the message on the above screen to something like "No refund is payable. If you give us your card back, any balance remaining on your card will be donated to us. Do you want your card back?"

Be aware that if the user clicks 'No', their card will be swallowed, so the question has to be worded accordingly. i.e. **Don't** pose the question such as "Would you like to give us a donation?"!!

The transaction generated if the card is swallowed is a *Donation* transaction, rather than an *Admin Charge*.

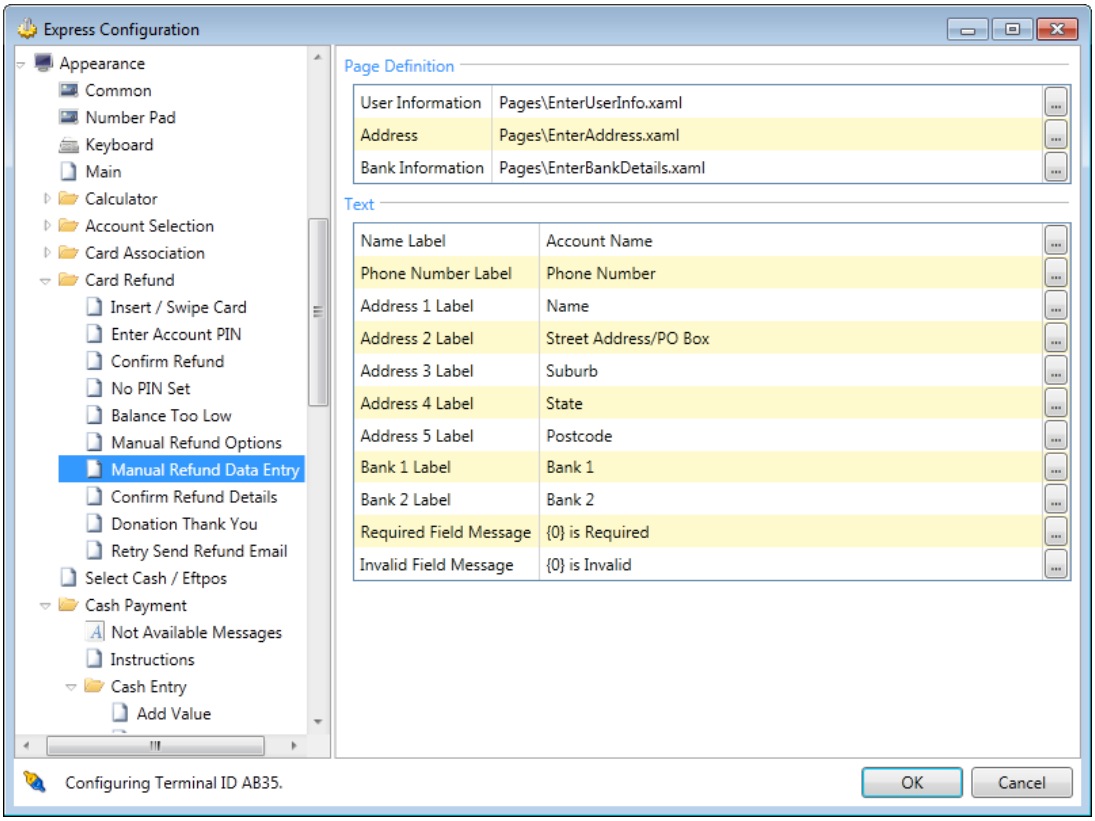
Set the data entry masks

Set the *Data Entry Masks* and determine whether or not you will be using the second bank field.

Customise the field names

You may need to customise the field names that are displayed to the user:

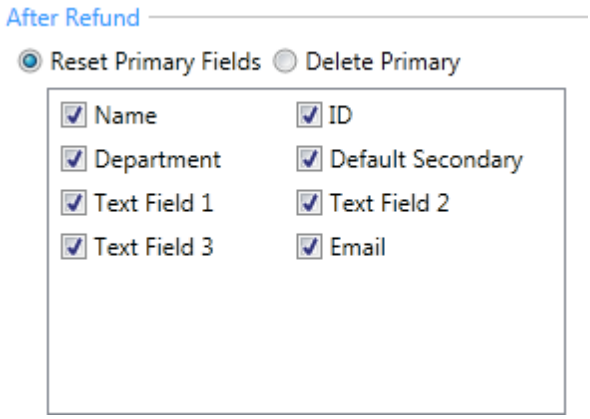
Navigate to *Appearance -> Card Refund -> Manual Refund Data Entry*



Decide what happens to refunded accounts

You have two options for what to do with an account once a refund has occurred. You can either delete the account or re-initialise a number of different fields, but leave the account in the database.

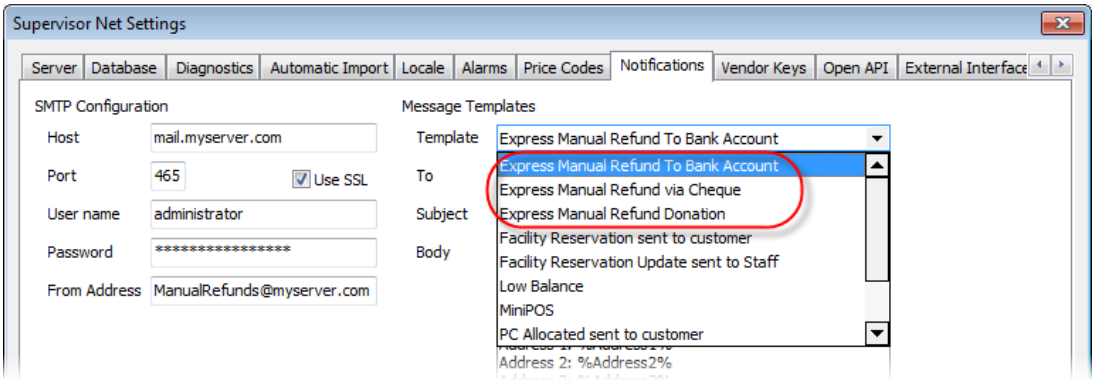
To achieve this, navigate to *Functions -> Card Refund -> Options* and adjust accordingly in the section called *After Refund.*



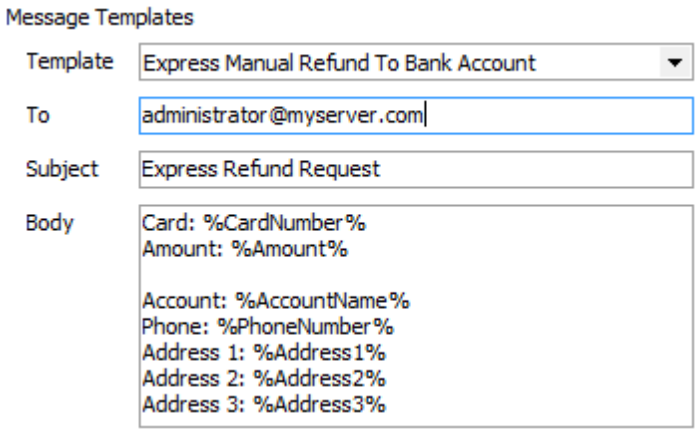
Configuring the email system

With a manual refund, a notification must be sent to a system administrator. This is configured in Supervisor Net's notification configuration section.

1. Open Supervisor Administrator
2. Go to *Tools -> Supervisor Net Settings...*
3. Open the *Notifications* tab
4. Click on the *Template* drop down. You will find three templates specific to the manual refund system



5. Edit the template for each of the manual refund options that you have enabled. The recipient, subject and body of the email is defined in the template.



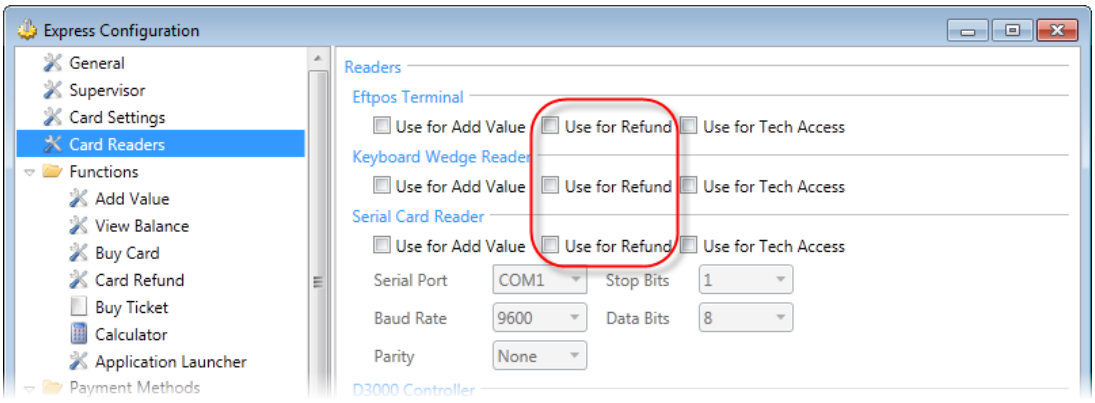
There are special variables that are replaced with values from the manual refund system. They are:

%CardNumber% - The user's Supervisor Net account number (Primary Number)
%Amount% - The amount to be refunded to the user (Minus any refund fee)
%AccountName% - The user's Supervisor Net account name (Primary Name)
%PhoneNumber% - The phone number that the user entered into the form
%Address1% - The first address line that the user entered into the form
%Address2% - The second address line that the user entered into the form
%Address3% - The third address line that the user entered into the form
%Address4% - The forth address line that the user entered into the form
%Address5% - The fifth address line that the user entered into the form
%Bank1% - The first bank account detail field that the user entered into the form
%Bank2% - The second bank account detail field that the user entered into the form

Using a standard card swipe unit

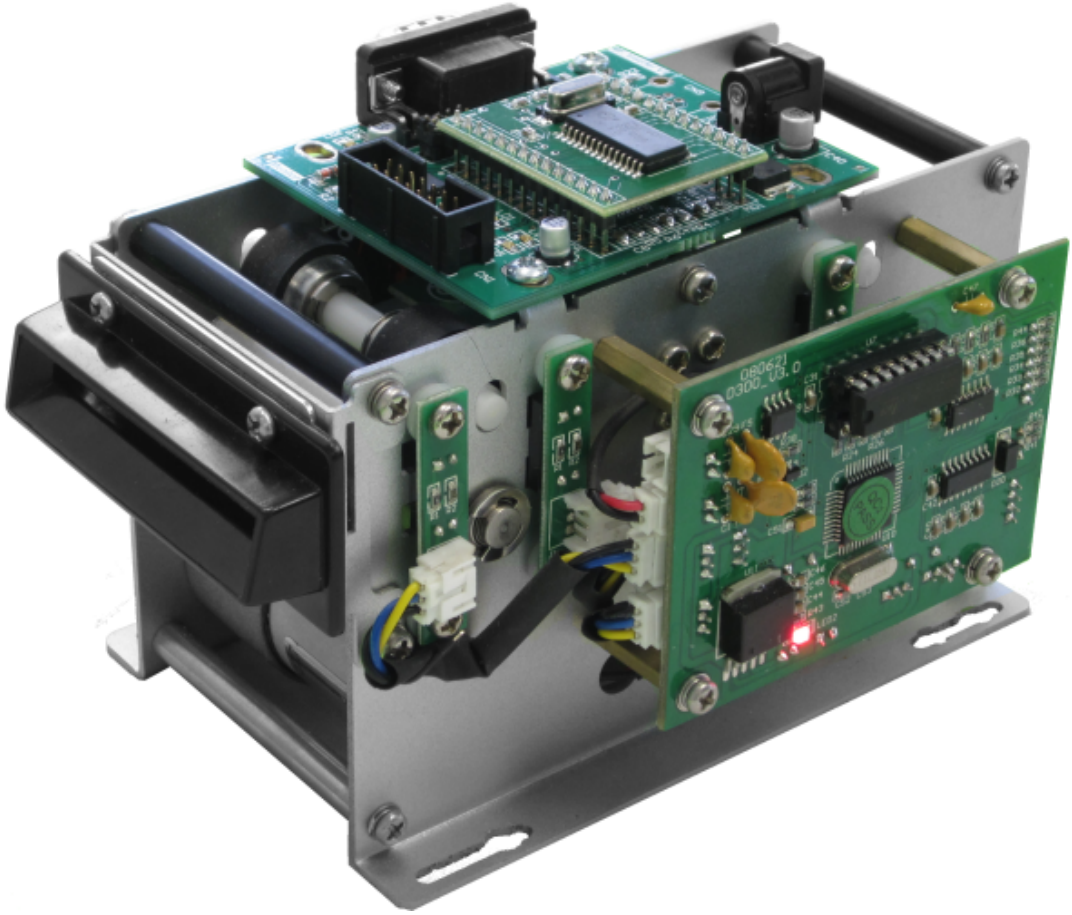
It is possible to use a serial card swipe unit, keyboard emulation reader or the swipe unit built into the Eftpos terminal for manual refunds.

If you want to use one of these device, navigate to the *Card Readers* section of the configuration application and enable the option *Use for Refund* for those devices you wish to use.



When the refund is complete, the user walks away with the card. This may be acceptable on sites using disposable tickets or cheaper cards, but for sites using Mifare card, it may be better to fit a D3000 card accepting device and Mifare reader, which will keep the card after the refund completes.

Using a D3000 automatic card acceptor with Mifare reading module



The D3000 is a motorised card acceptor, connected to the computer via a serial cable. An additional Mifare unit (Monitor MF_Inserter) is fitted to the device, giving it the ability to read Mifare cards as they are inserted.

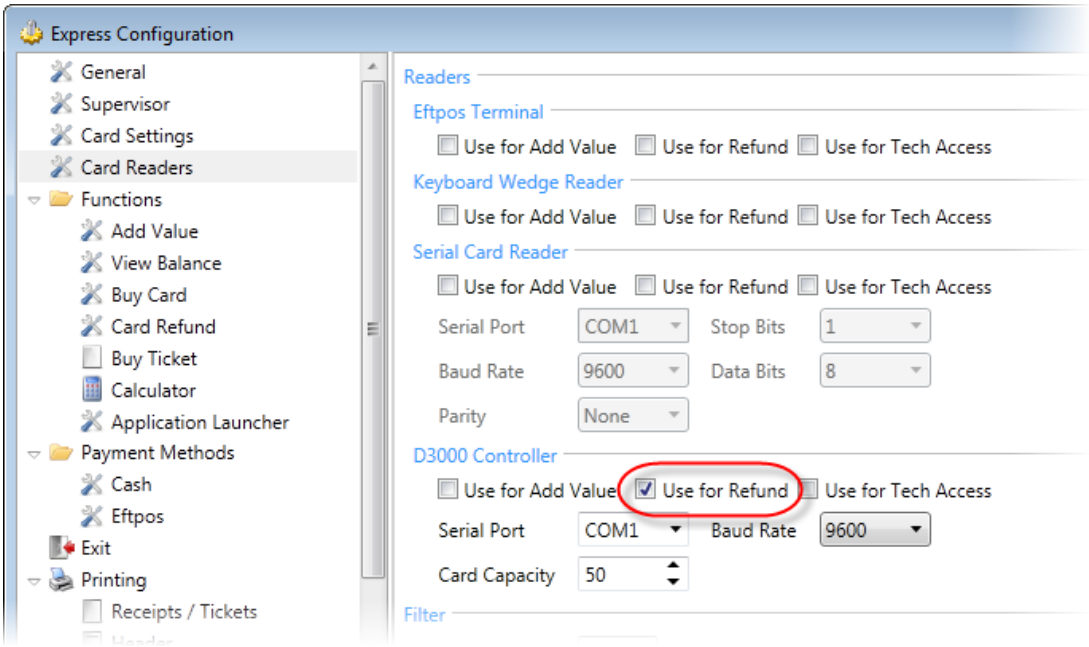
The advantage of using this device is that the user's card is physically removed from them at the time of the refund, enabling a site to recycle costly cards.

When a kiosks has this unit fitted, the computer must have two spare serial ports - one for the card reader mechanism and one for the Mifare module.

There are two places in the Express configuration that need to be enabled to use this device:

Enable the D3000

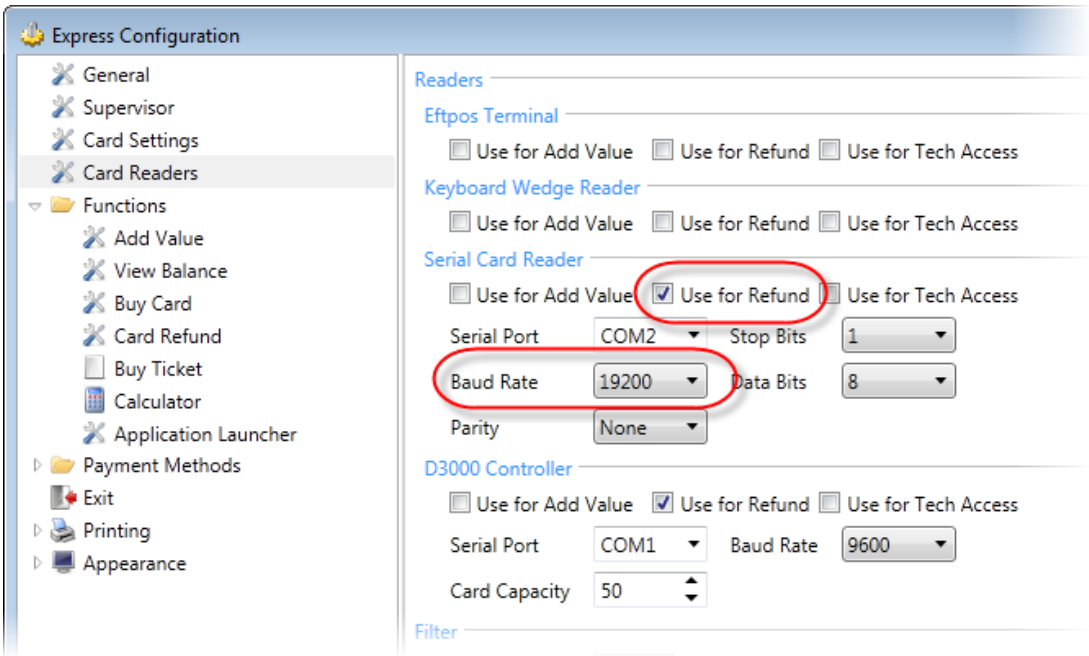
Enable the option *Card Readers -> D3000 Controller -> Use For Refund*



Enable the serial card reader

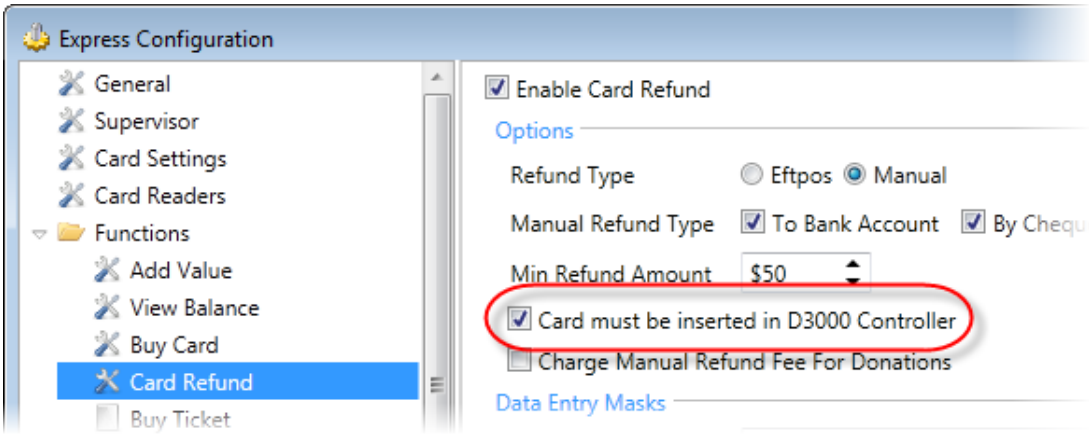
The serial card reader option must be enabled, as this is the interface to the Mifare reader fitted to the D3000.

1. Enable the option *Card Readers -> Serial Card Reader -> Use For Refund*
2. Change the option *Card Readers -> Serial Card Reader -> Baud Rate* to *19200*



Mandate that it must be used for refunds

If you want cards to only be inserted into the D3000 for refunds, enable the option *Functions -> Card Refund -> Options -> Card must be inserted in D3000 Controller*


Express Configuration
General
Supervisor
Card Settings
Card Readers
Functions
Add Value
View Balance
Buy Card
Card Refund
Buy Ticket
Enable Card Refund
Options
Refund Type
Eftpos
Manual
Manual Refund Type
To Bank Account
Min Refund Amount
$50
Card must be inserted in D3000 Controller
Charge Manual Refund Fee For Donations
Data Entry Masks

Configuration Appendix 2: Add Value Bonus

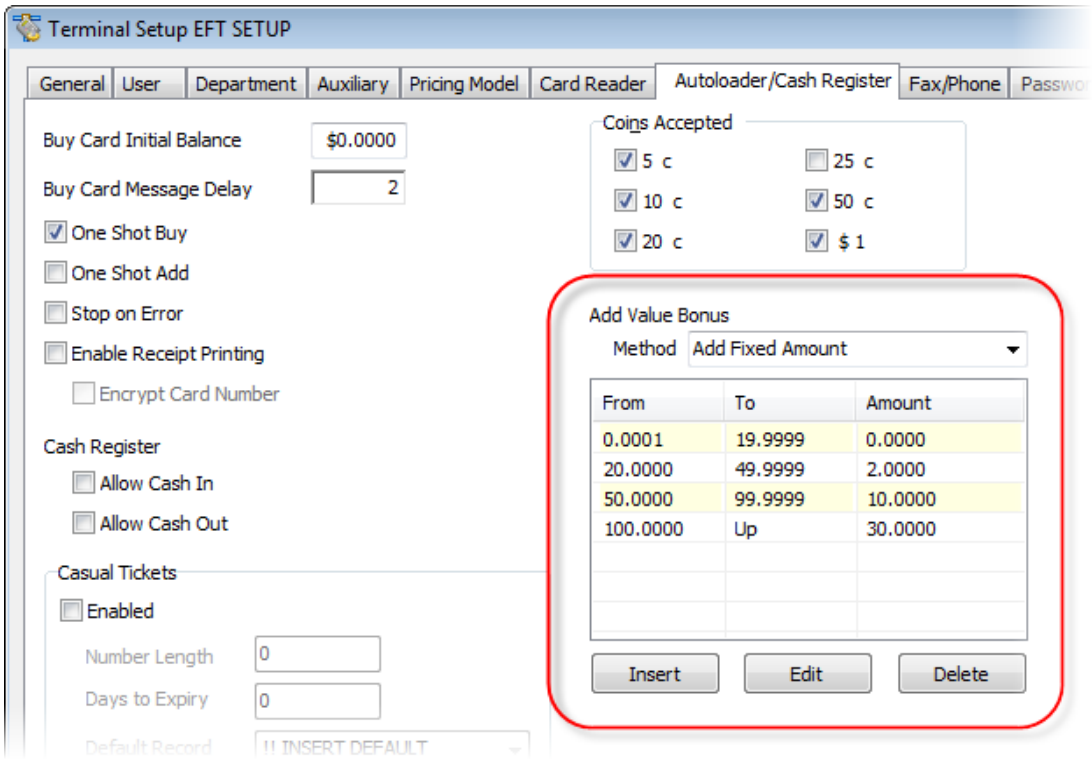
The add value bonus system is a great way to incentivise users to add greater amounts to their account each time they either buy a casual ticket or add funds to their account.

Any bonus value credited to the user goes on to their Quota Balance, whilst the money that the user actually inserts into the kiosk is credited to their Balance. By doing this, any refund that the user obtains does not include any bonus value that they have been allocated.

To enable this feature and to configure Express to show the user how much bonus they are receiving, follow these steps:

Configure Add Value Bonus amounts

In Supervisor Administrator, go to *Terminal -> Terminal Setup*, and find the record called EFT SETUP. Open the Autoloader/Cash Register tab and alter the add value bonus settings to the desired bands.

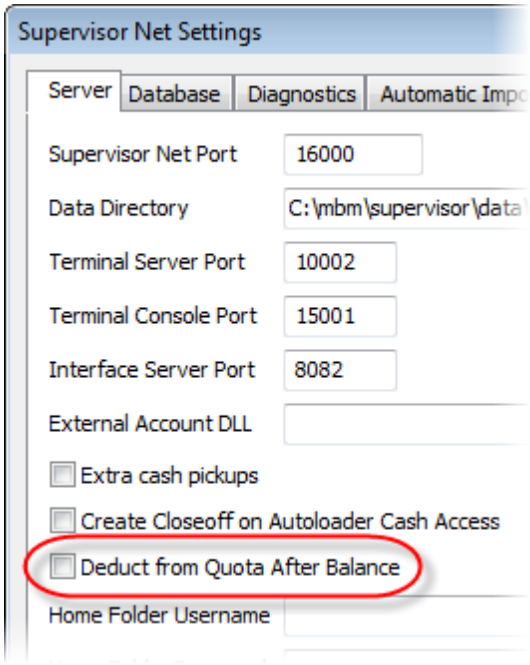


You are able to give either a percentage of the amount they add as a bonus, or a fixed amount.

Make the user spend their own money first

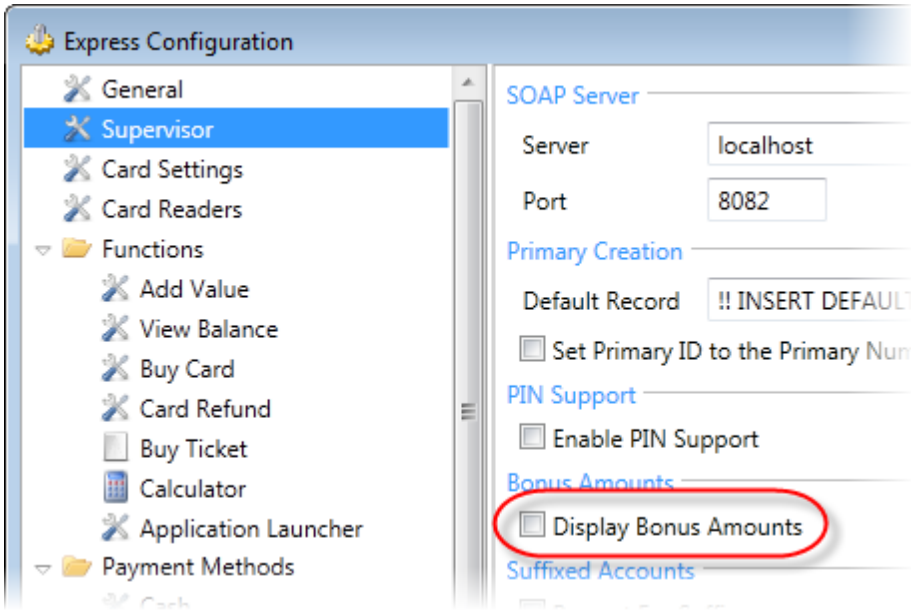
It is wise to ensure that the user spends their own money before being able to use their bonus credit, otherwise a user may put a lot of money on their account and then obtain a refund. If the administrator forgets to remove the bonus value from the user's Quota Balance account, that user now has free money.

To configure Supervisor Net to debit the user's Quota Balance before their normal Balance, open Supervisor Administrator and go to *Tools -> Supervisor Net Settings* and enable the option *Deduct from Quota After Balance*, which is on the *Server* tab.



Enable Add Value Bonus in Express

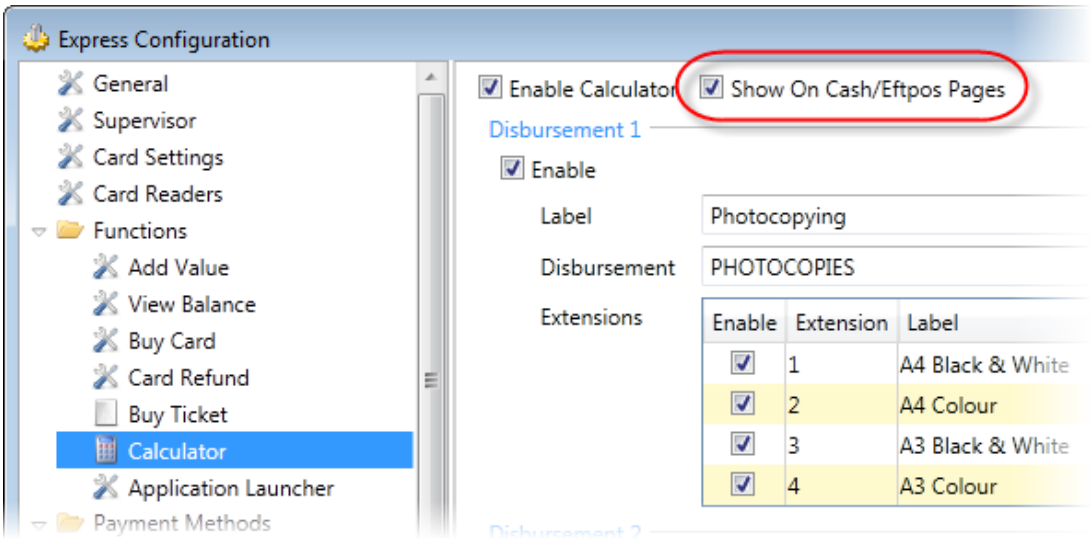
In the Express configuration application, enable the option *Supervisor -> Bonus Amounts -> Display Bonus Amount*



Disable the Calculator screens

Add value bonus amounts will not be displayed if the calculator is enabled for the Cash or Eftpos pages. It is fine to have the calculator enabled on the main page of express.

To achieve this, disable the feature *Functions -> Calculator -> Show On Cash/Eftpos Pages*



User Guide

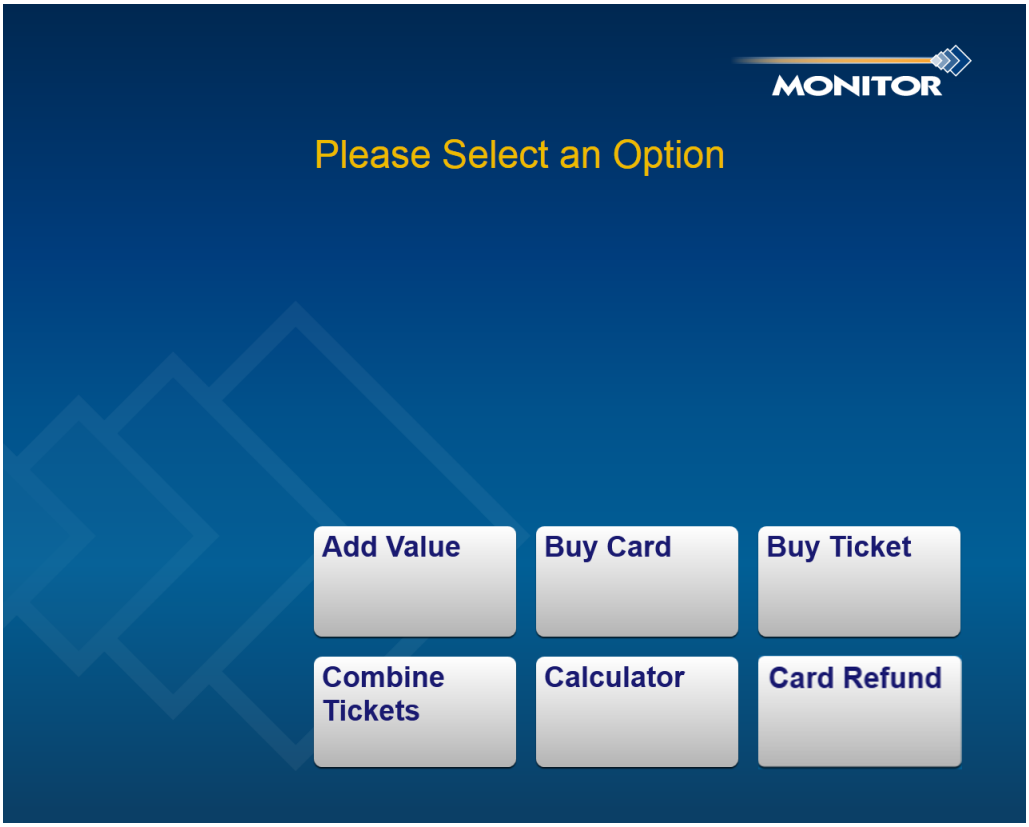
This section demonstrates the process a user will go through in order to make a transaction and process a payment. The screens that follow show Express in its default configuration.

Making a Transaction

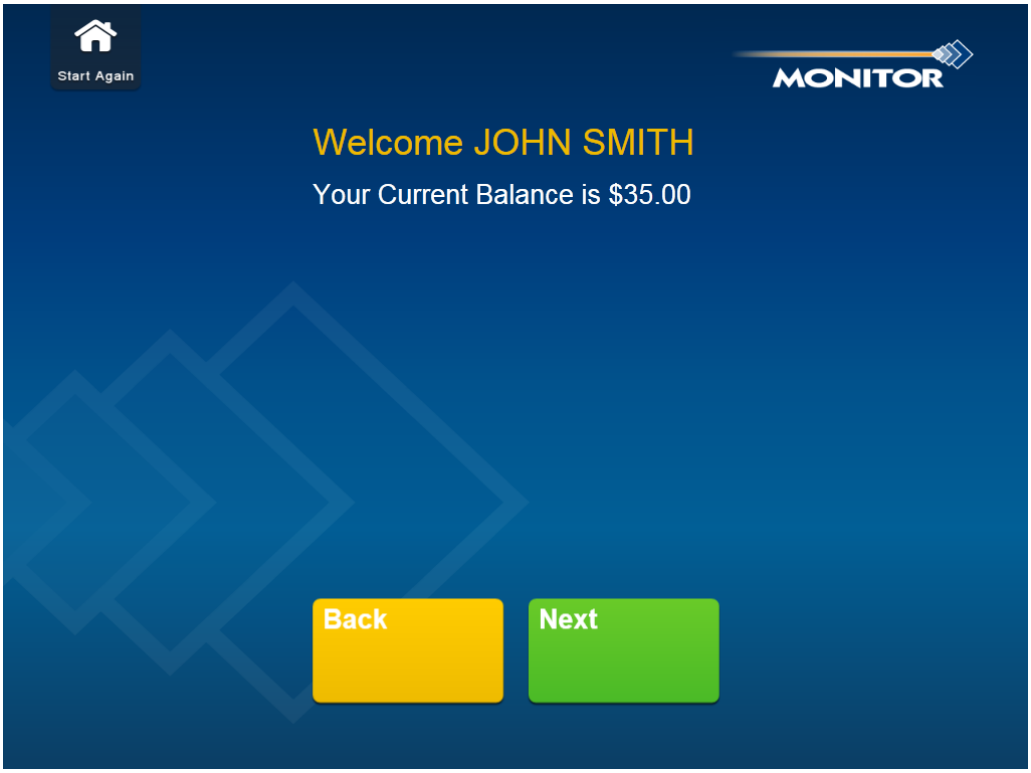
This section shows the process a user will go through when making a transaction of buying a Card/ Ticket or Adding Value to a Card/ Ticket.

Many parts of the screen display, such as the background and the text used for the display messages, can be customised for your site. Refer to appearance for more detail on this.

This is the main home page and the start of the transaction process. At any stage of the process the *Start Again* button can be selected to return to this main page, or if a transaction is canceled the system will return to this screen.

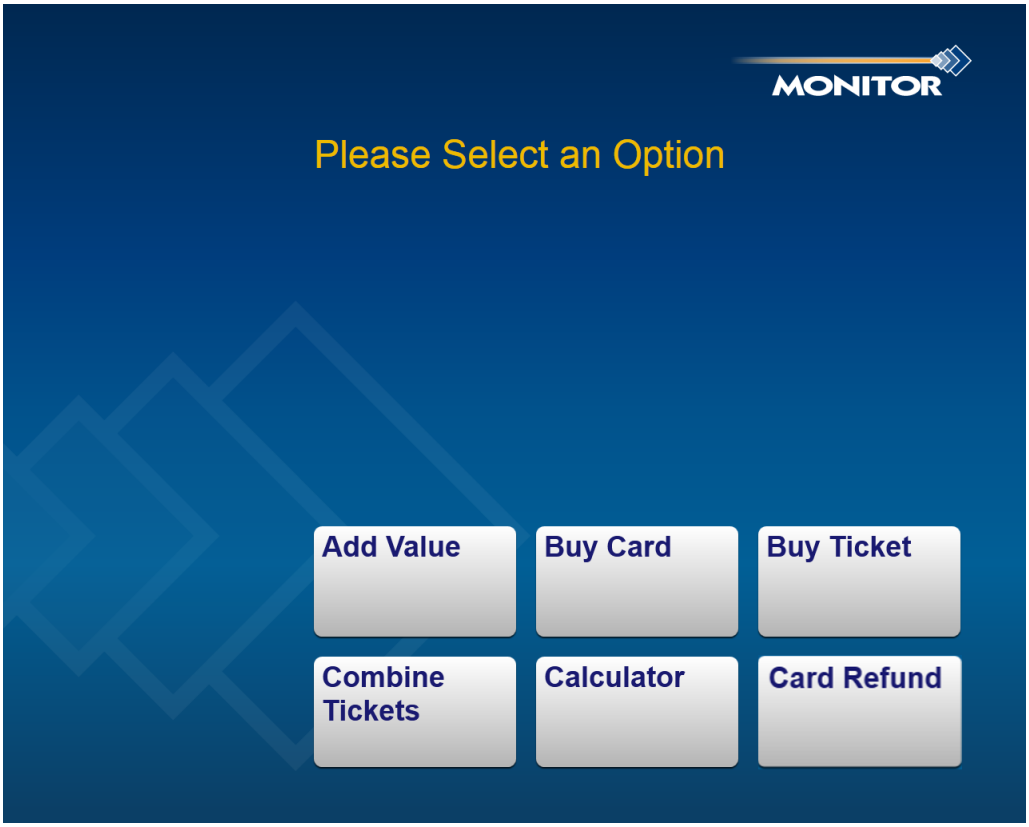


Add Value

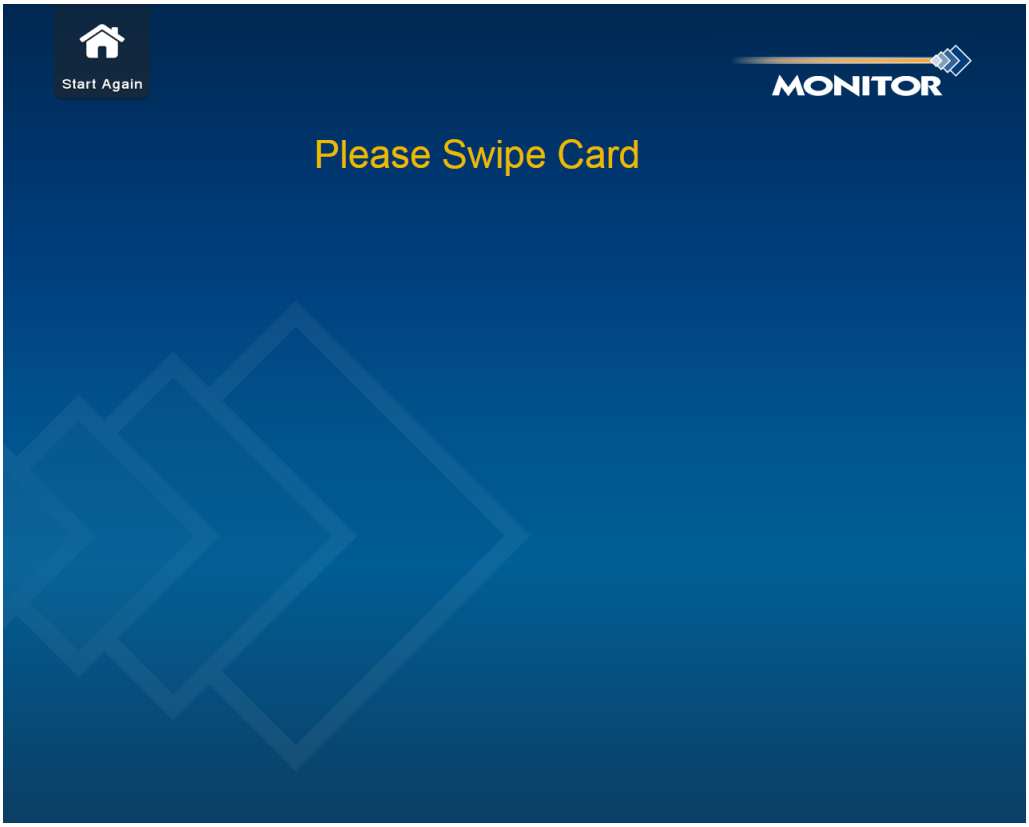


The above screen is an optional Welcome Screen with user balance that appears when user swipes their card. This can be enabled under configuration - Add Value.

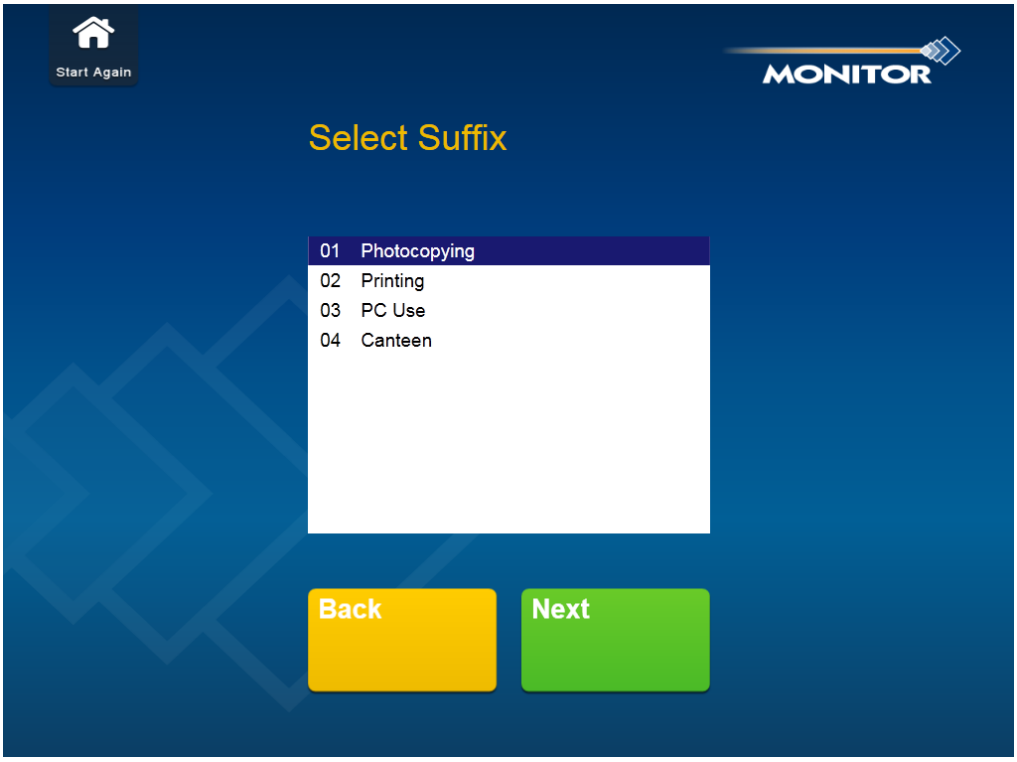
This function allows the user to *Add Value* to a Supervisor Account on their card.



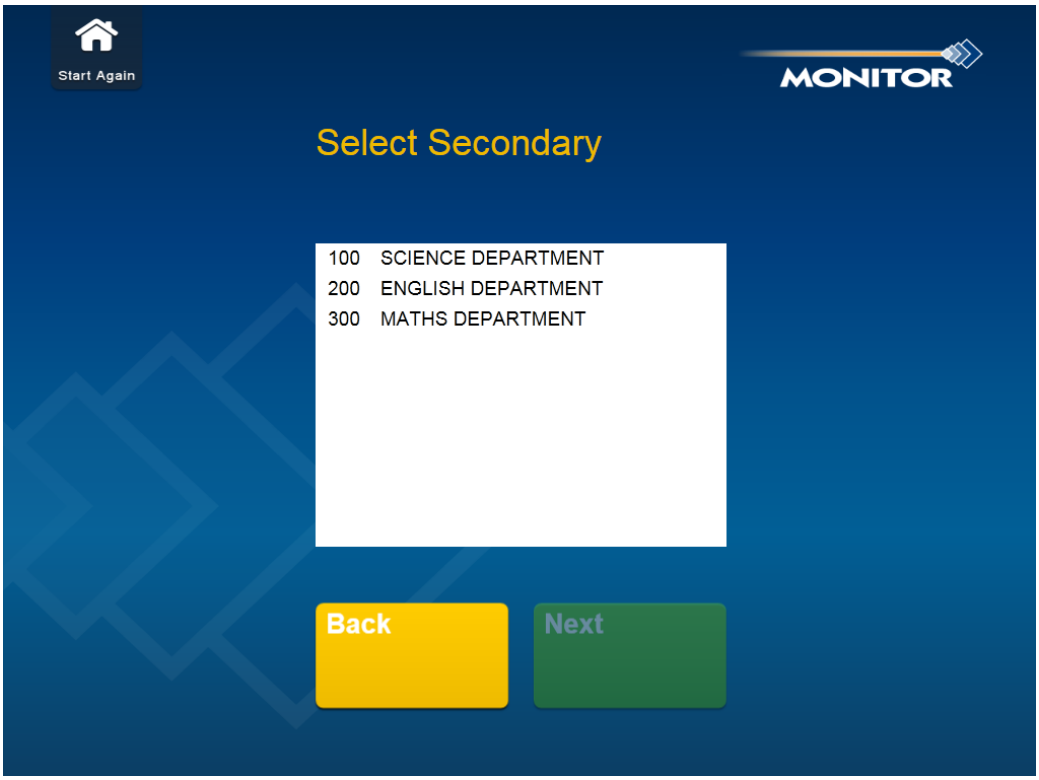
1. By Selecting the *Add Value* button from the Main Page, the following *Swipe Card* prompt will appear.



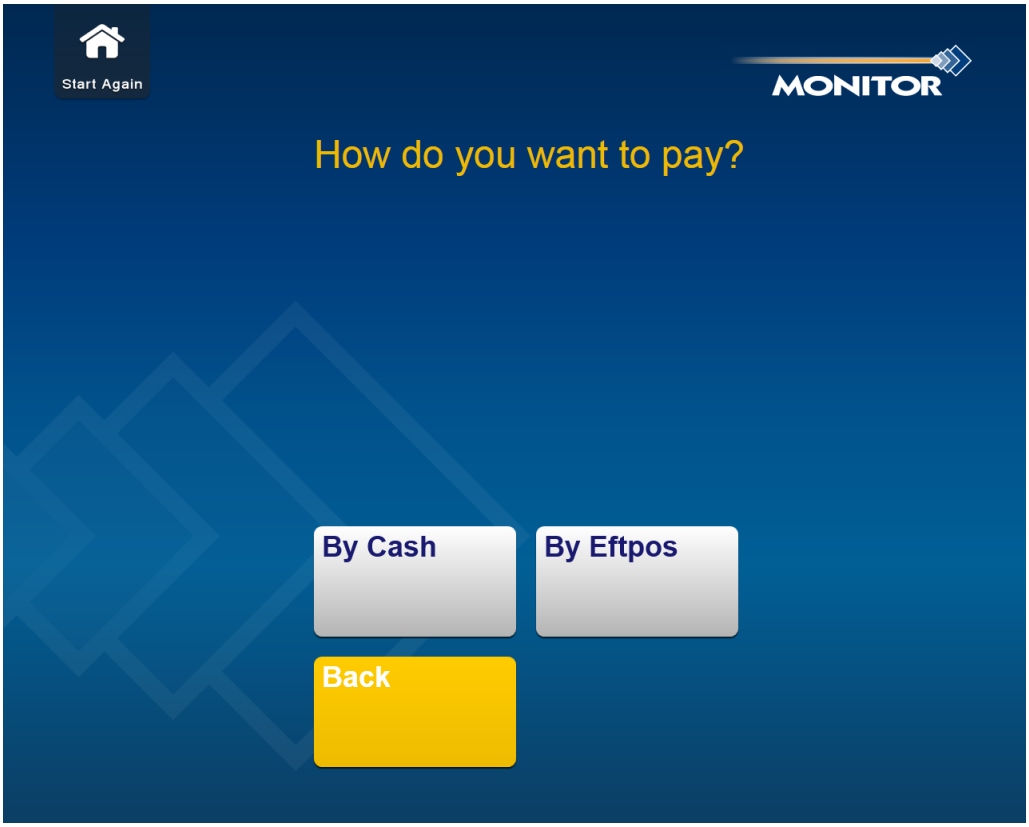
2. Once the card is swiped and the Supervisor Net account is verified, this optional screen will appear if enabled under Prompt for Suffix in Configuration. If enabled, the user selects the relevant *Suffix* for the value to be added against. Then select *Next* to proceed or *Back* to go back a step.



3. This screen is optional and will only appear if Secondary Codes are enabled in Configuration - Select Secondary. If so, the user selects the relevant *Secondary* (i.e Department) for the value to be added against. Then select *Next* to proceed or *Back* to go back a step.



4. Express will then prompt for payment method. Then select *Cash* to proceed with Cash Payment, *Eftpos* to proceed with Eftpos Payment or *Back* to go back a step.



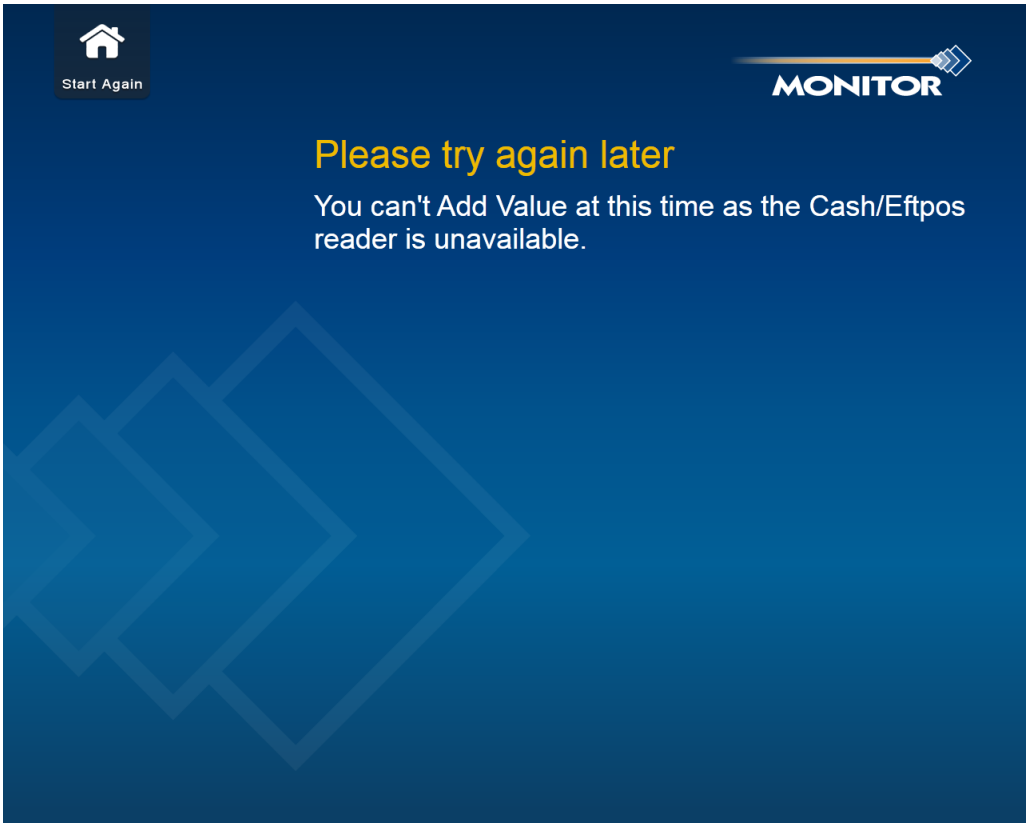
Error Messages

This section shows the error messages that may appear when the user is making a transaction of Adding Value to a Card.

Many parts of the screen display, such as the background and the text used for the display messages, can be customised for your site. Refer to appearance for more detail on this.

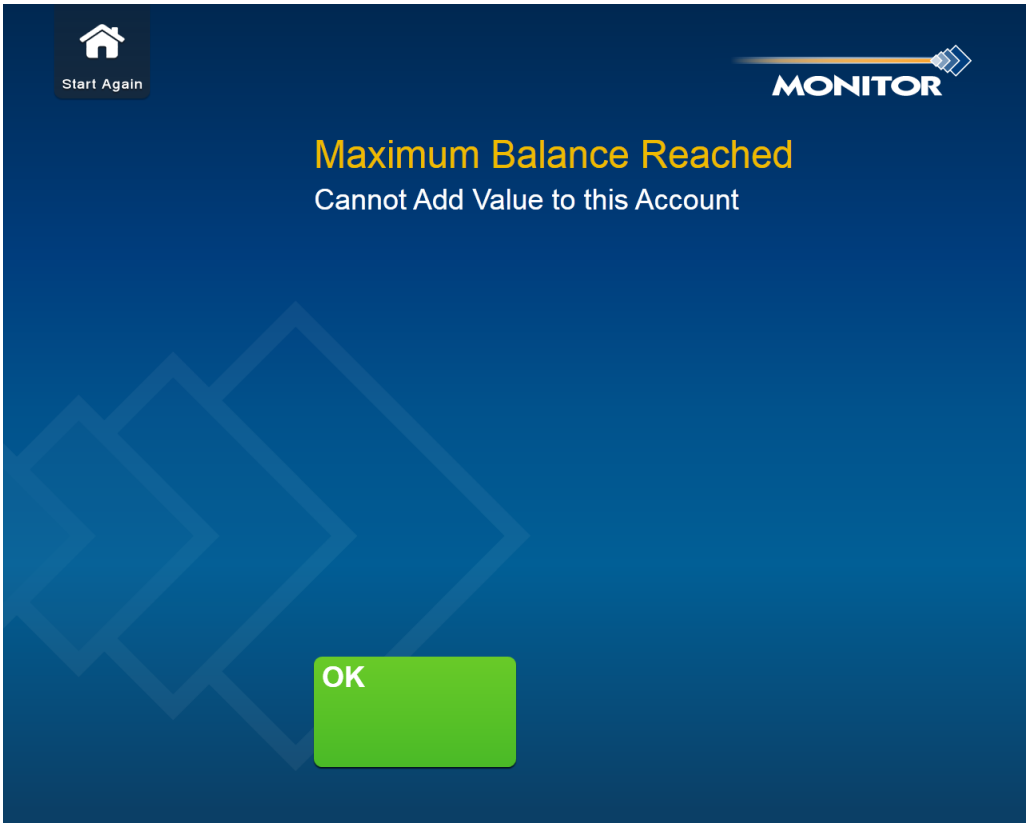
Please Try Again Later

The following message will appear when the Cash or Eftpos reader is unconnected or non-operational.



Can not Add Value to this Account

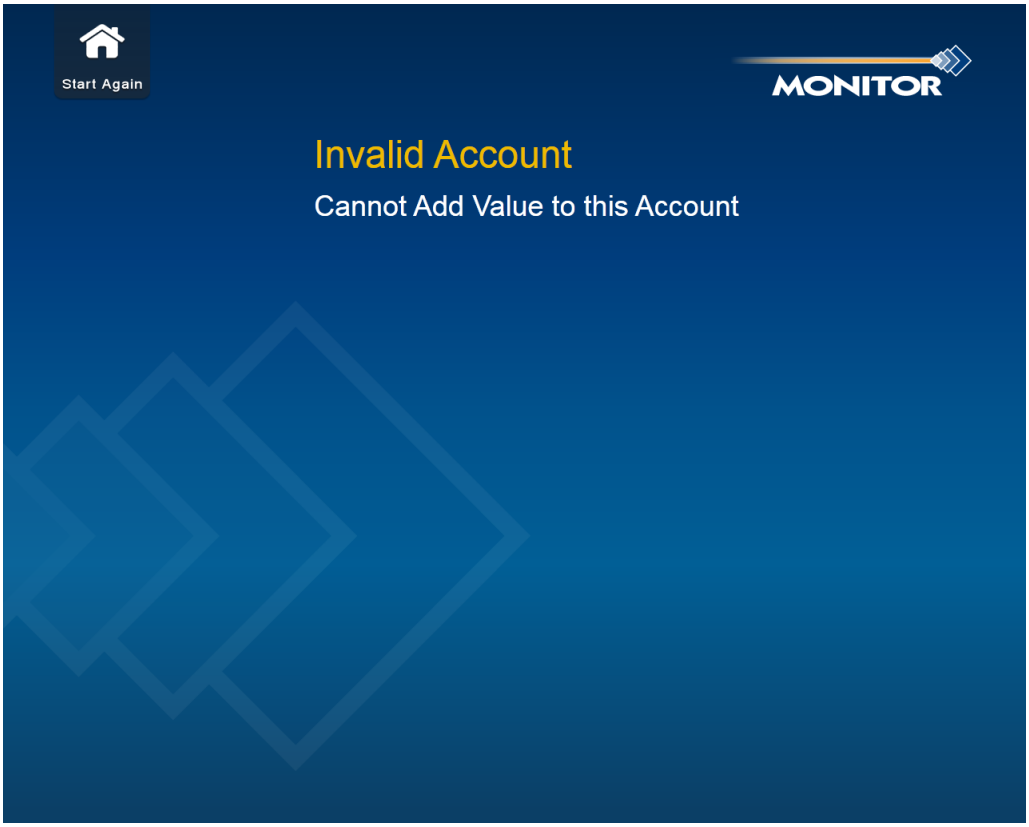
The following message will be displayed when the User has entered a value that exceeds the Maximum allowed balance. By selecting OK, the User will return to the keypad or preset amounts to re-enter an amount that does not exceed the allowed balance set in Configurations - Limit.



Invalid Card

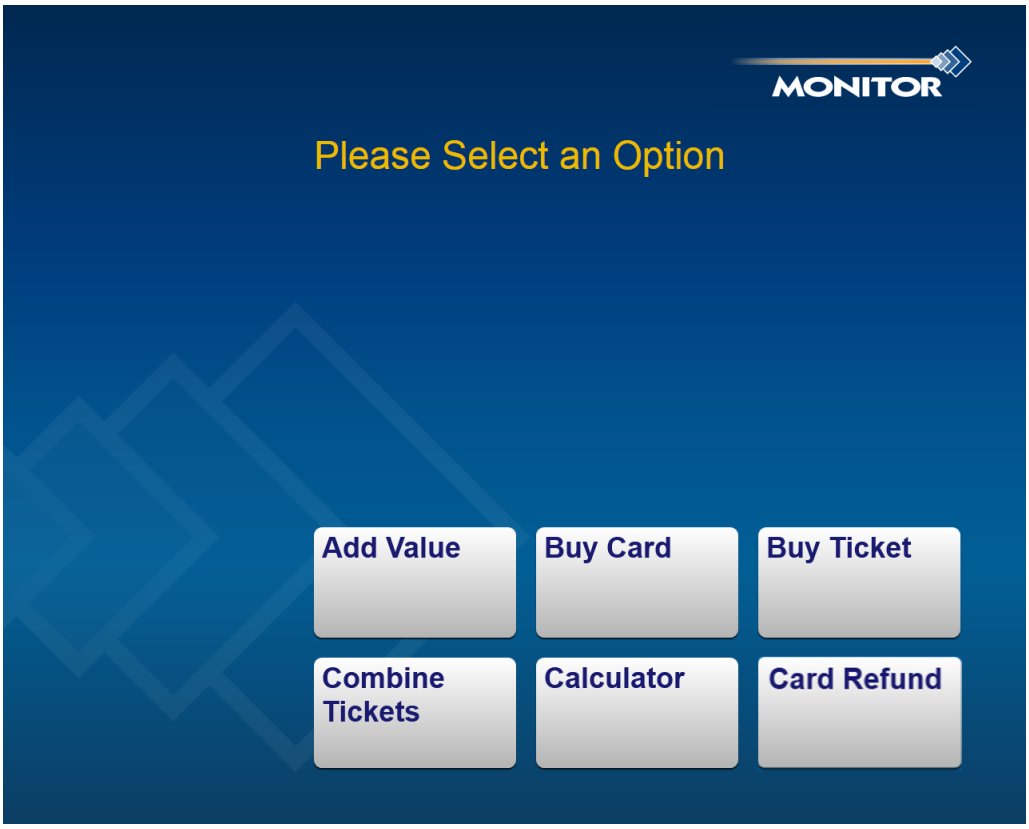
This message will appear where a card or account is not able to be verified by Supervisor Net.

See Configurations - Auto Insert under Card Settings to enable this function, if ticked this will create a new account within Supervisor Net if the account is not found.


Start Again
MONITOR
Invalid Account
Cannot Add Value to this Account

Buy Card

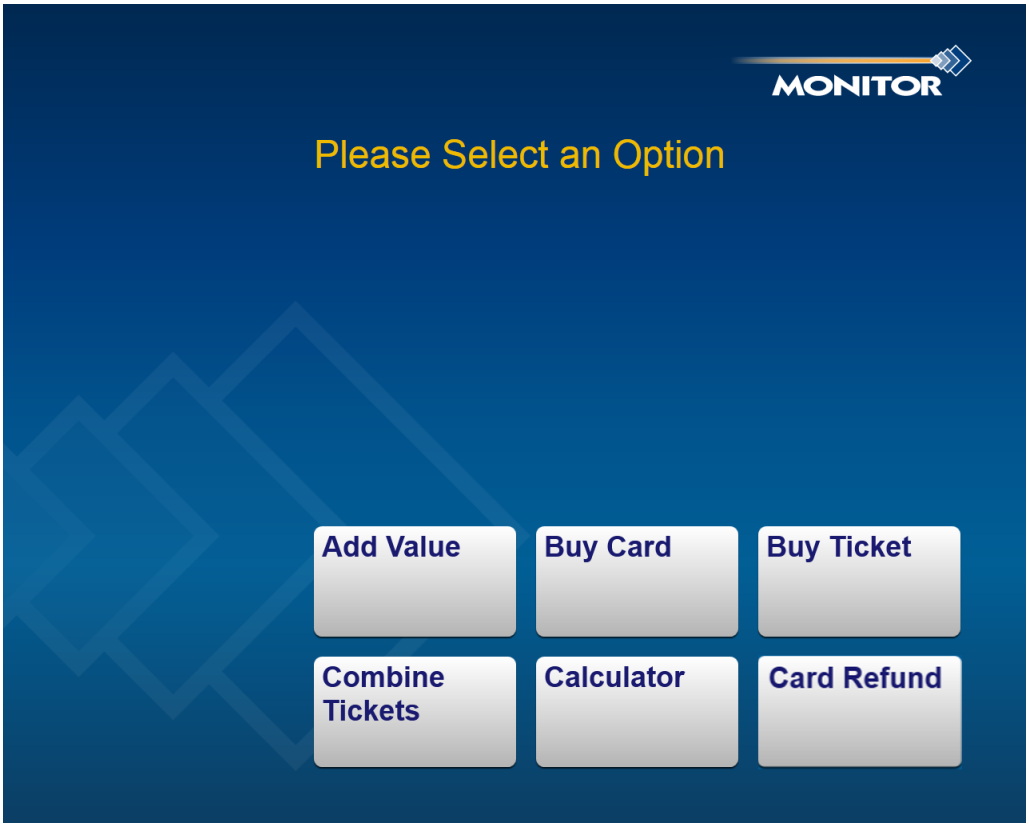
This function allows the user to *Buy Card* to purchase a new Supervisor Net account.



1. Once the User has selected *Buy Card* it will automatically direct the user through to the "How do you want to pay?" payment screen.

Buy Ticket

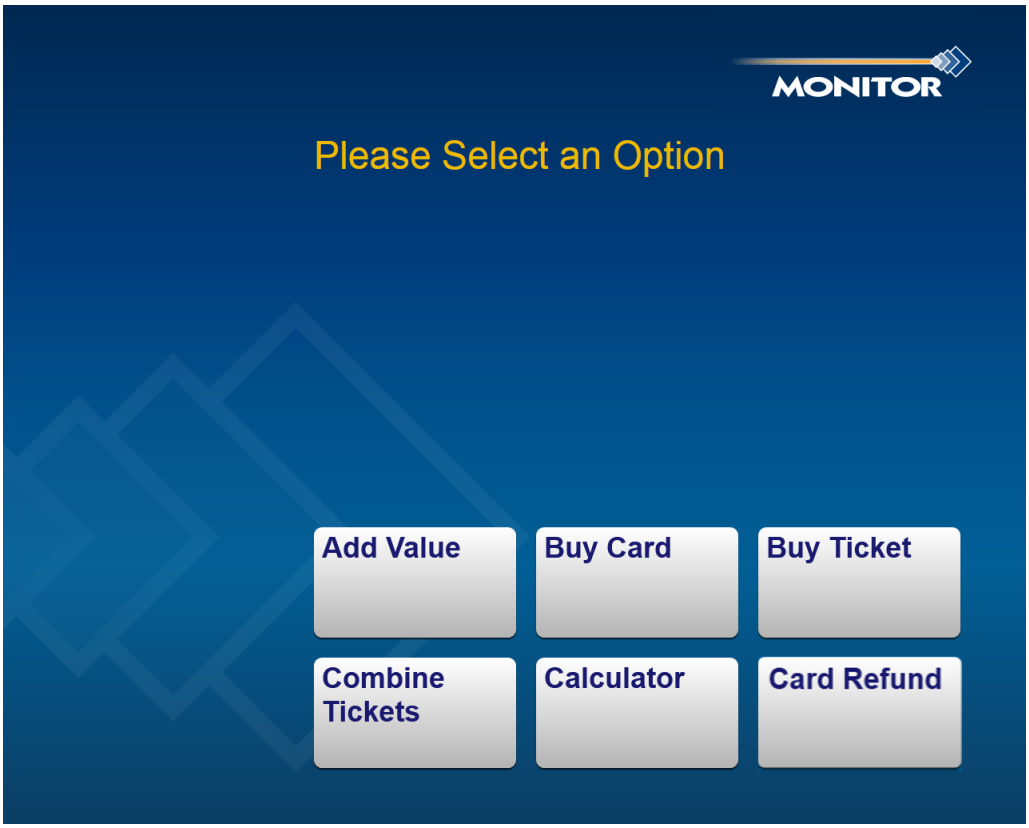
This function allows the user to *Buy Ticket* to purchase a new temporary/ casual Supervisor Net account.



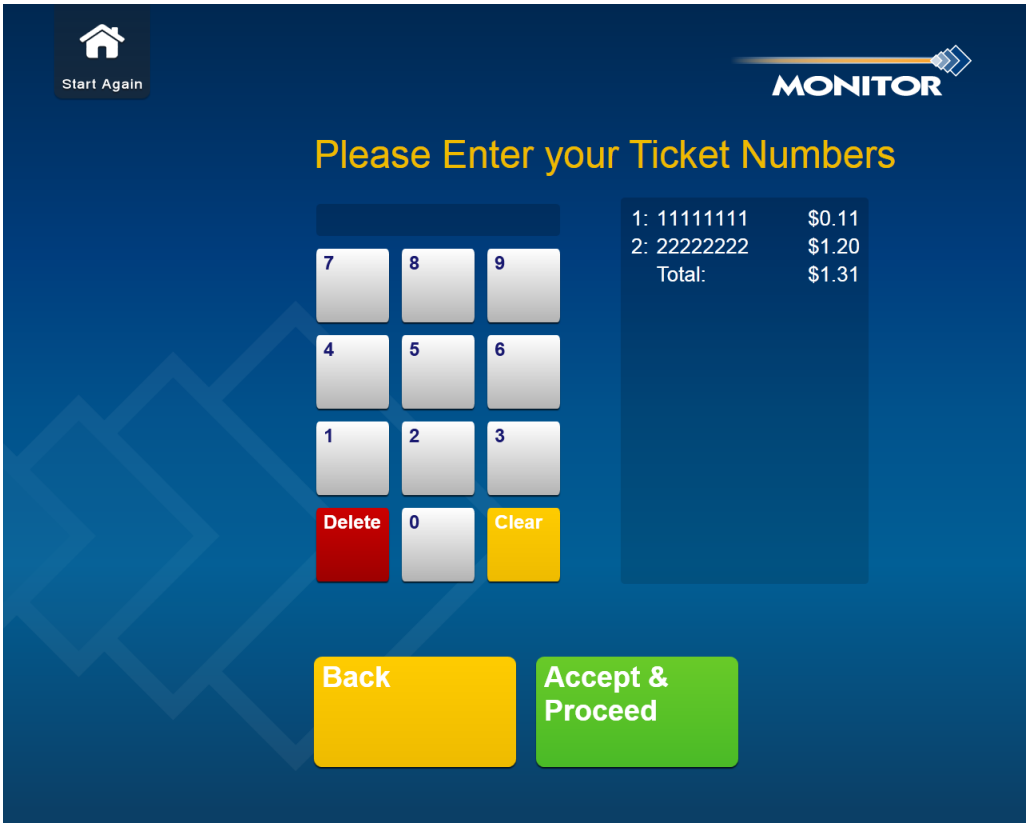
1. Once the User has selected *Buy Ticket* it will automatically direct the user through to the "How do you want to pay?" payment screen.

Combine Tickets

This function allows the user to Combine existing Tickets.



1. Select *Combine Tickets*
2. Using the keypad enter the ticket numbers of the Tickets you wish to combine. The current ticket balance will display on the right side of the screen once ticket number entered successfully.



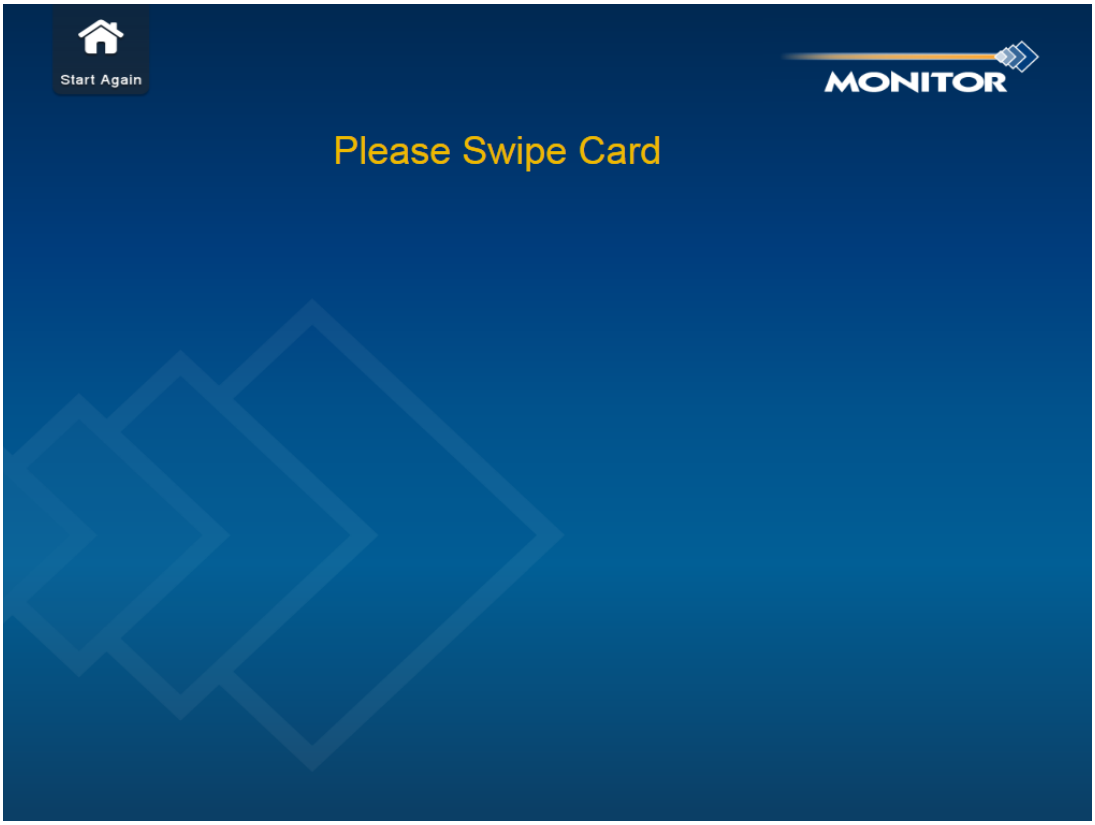
3. Select *Accept & Proceed* to generate a new combined ticket.
4. Express will confirm with a message that the transaction has been successfully completed.

Note: Once the new Combined Ticket has been printed the previous tickets will become immediately void.

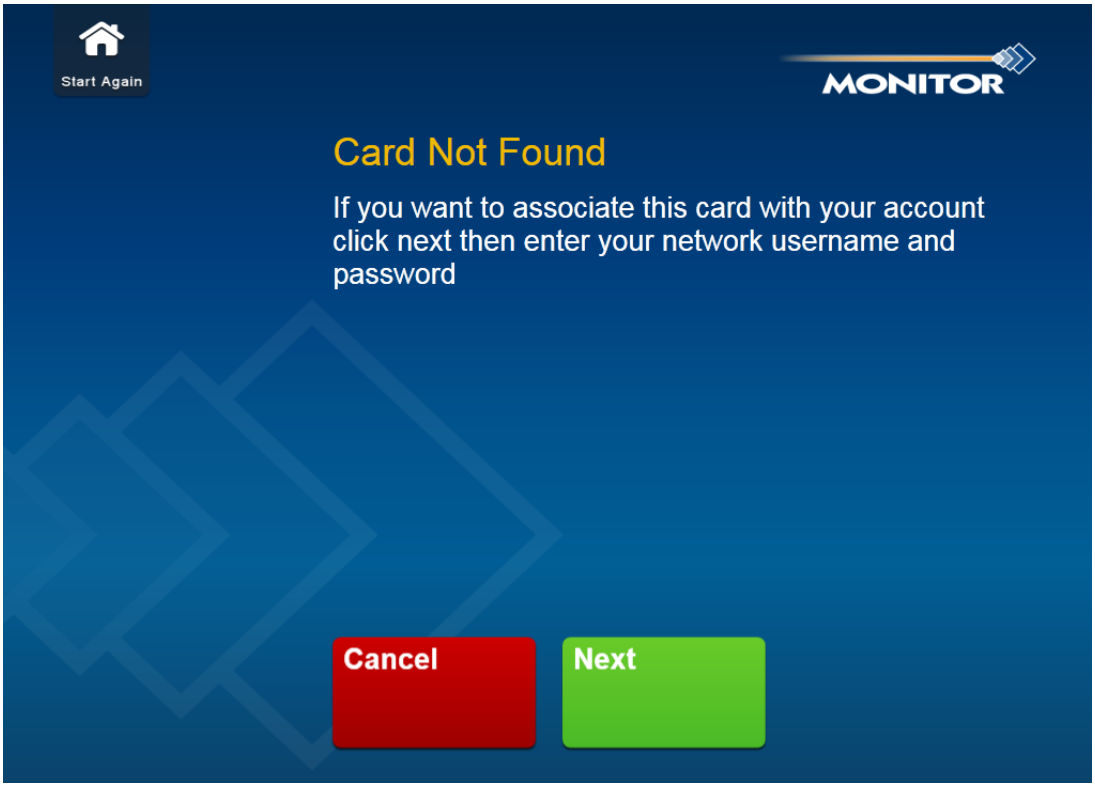
Add Value - Card Association

This is the step-by-step process of establishing Card Association to a windows server login once *Add Value* is selected.

You will be prompted to *Swipe your Card.*

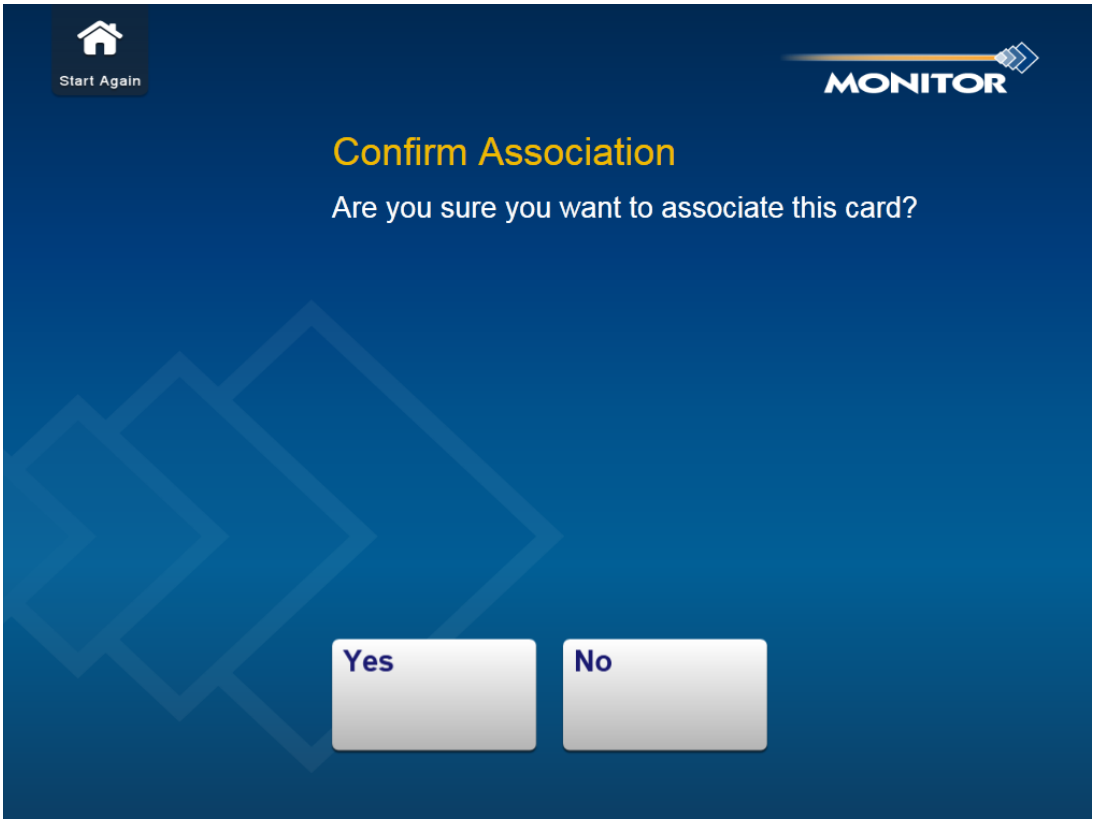


Once card has been processed the following screen will appear.


Start Again
MONITOR
Card Not Found
If you want to associate this card with your account click next then enter your network username and password
Cancel
Next

Click Next to proceed. Enter windows network login User Name and Password. Then click *Next* to proceed.

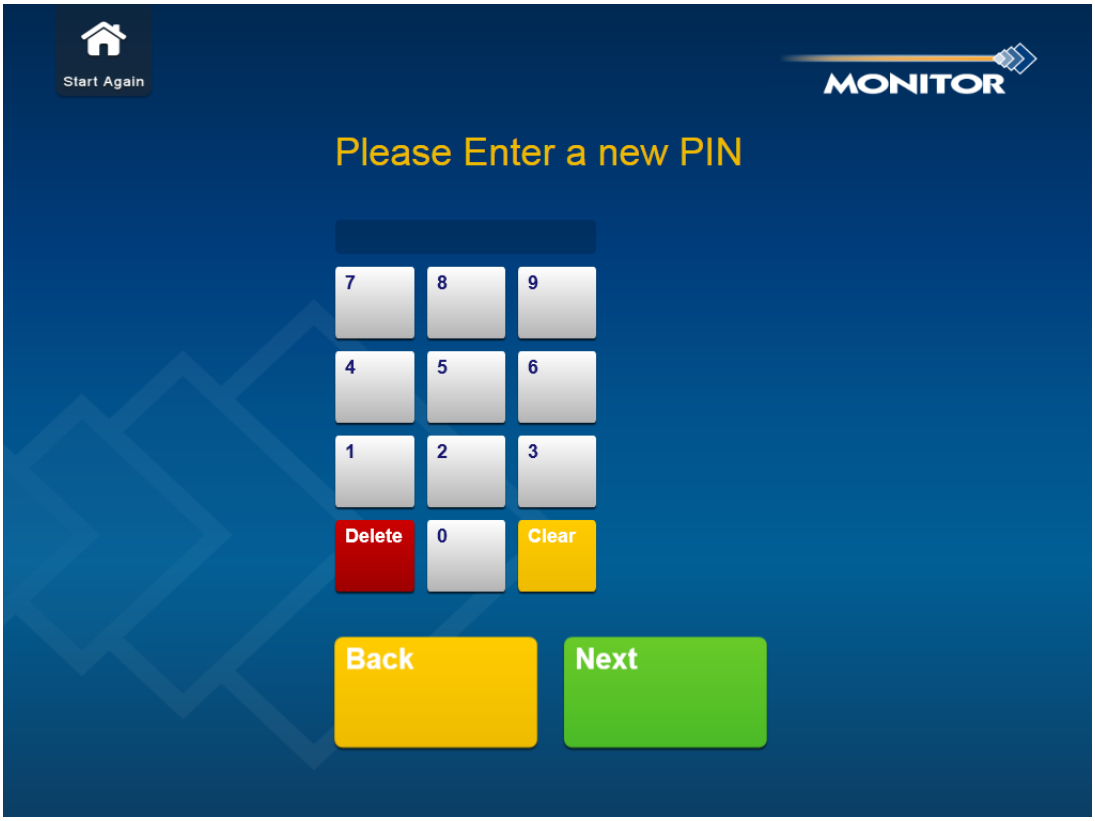
The following screen will appear requesting confirmation to associate the Card with the Windows server User and password. Click *Yes* to accept and *No* to cancel.



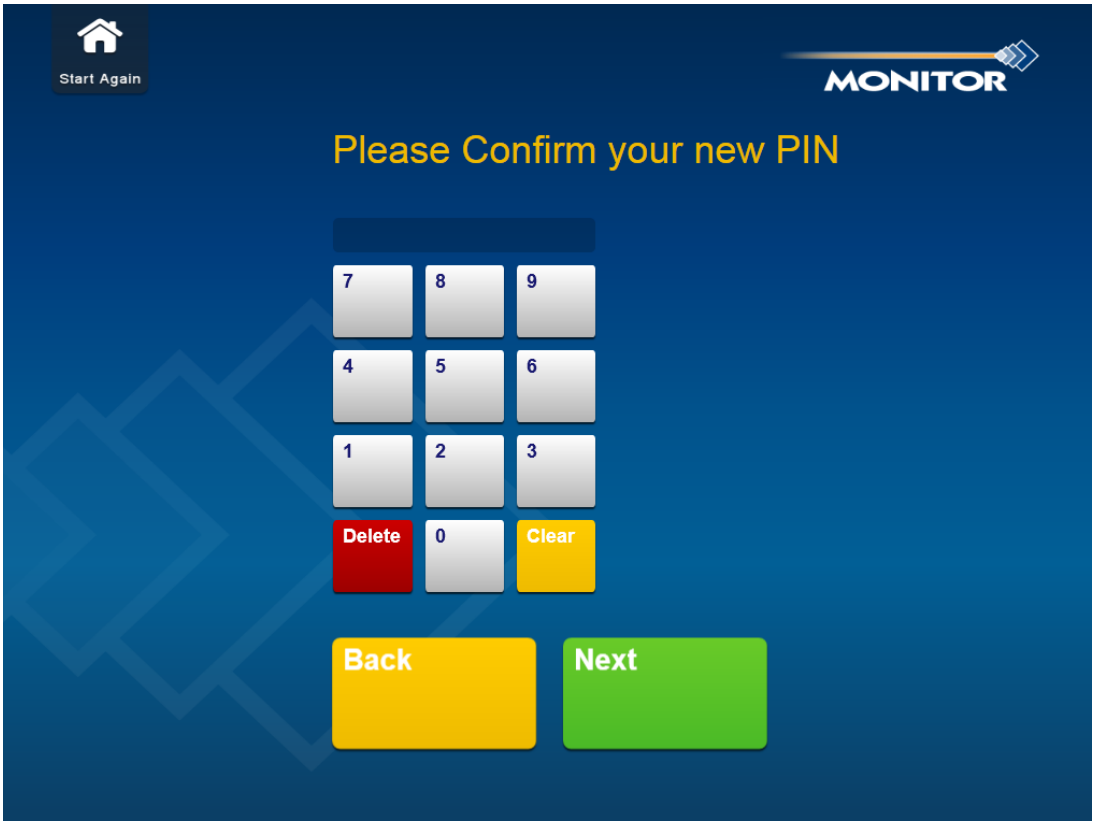
Click *Yes* to accept and proceed to Add Value - Payment by Cash or Eftpos, or *No* to cancel.

PIN Support

Where the System Administrator has enabled for PIN Support, you will be prompted to set a new PIN when swiping your card for the first time.



Enter new PIN, then click *Next*, or Back to return to the Swipe Card screen.



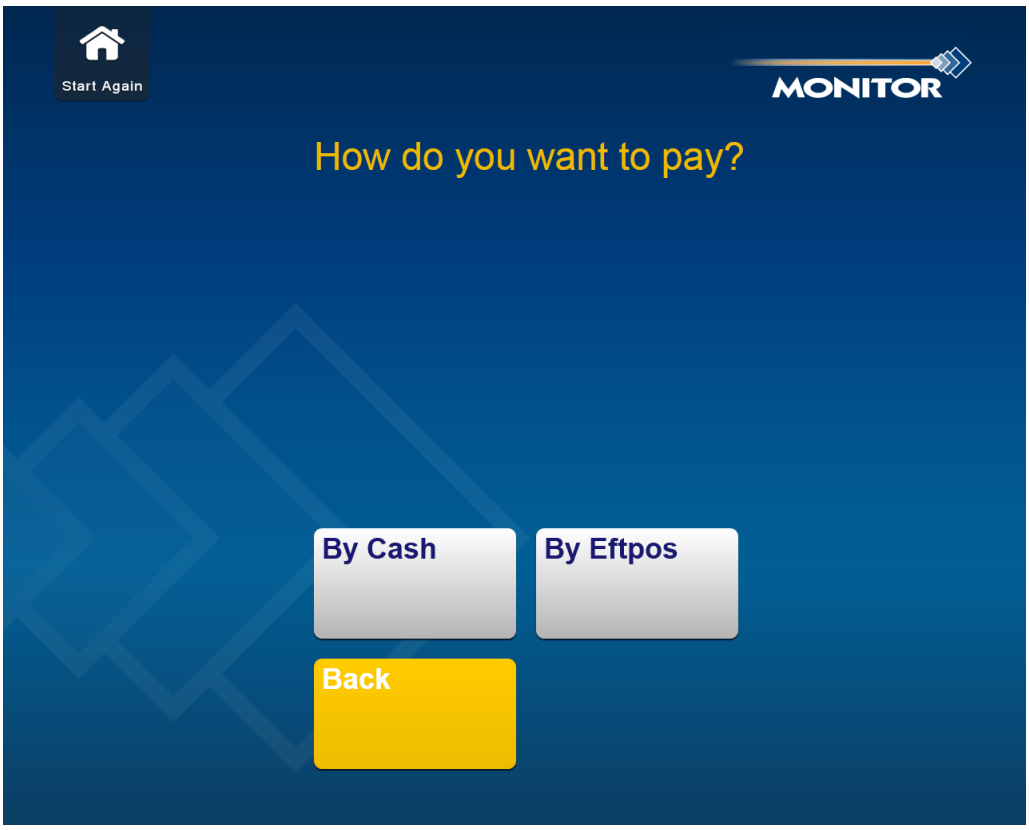
Re-enter your new PIN to confirm and click *Next* to proceed.

Add Value - Payment by Cash or Eftpos

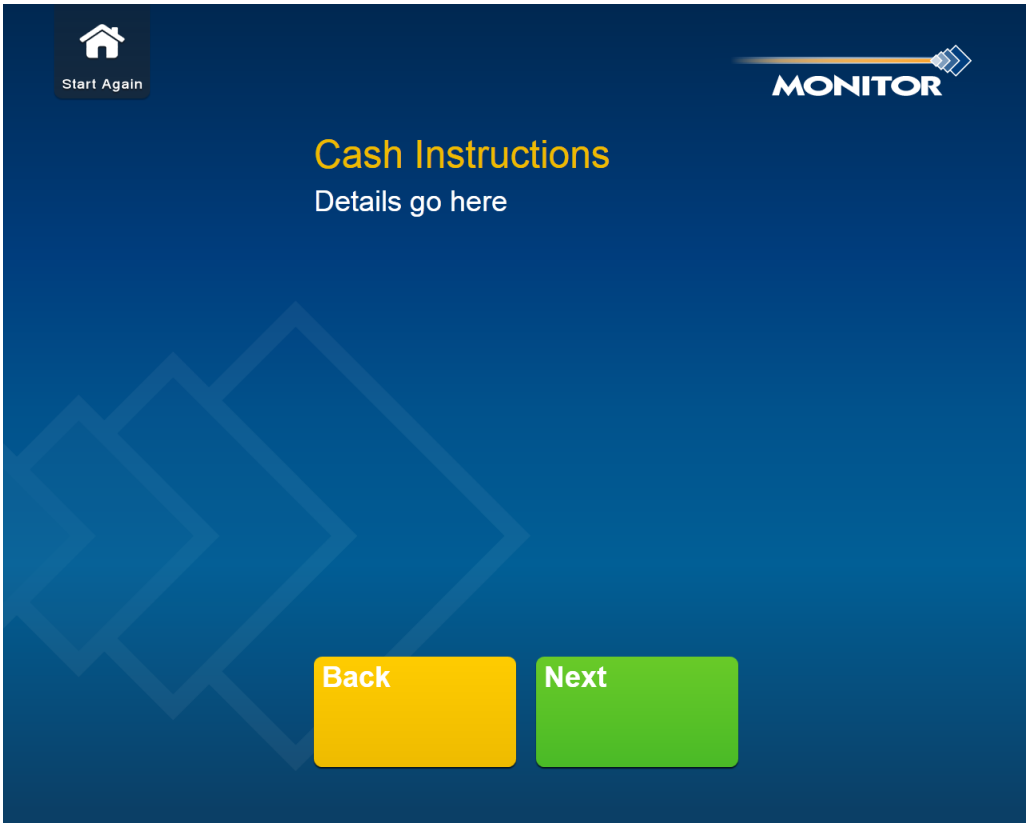
This is the step-by-step process of making a payment by Cash or Eftpos once a transaction has been selected.

By Cash

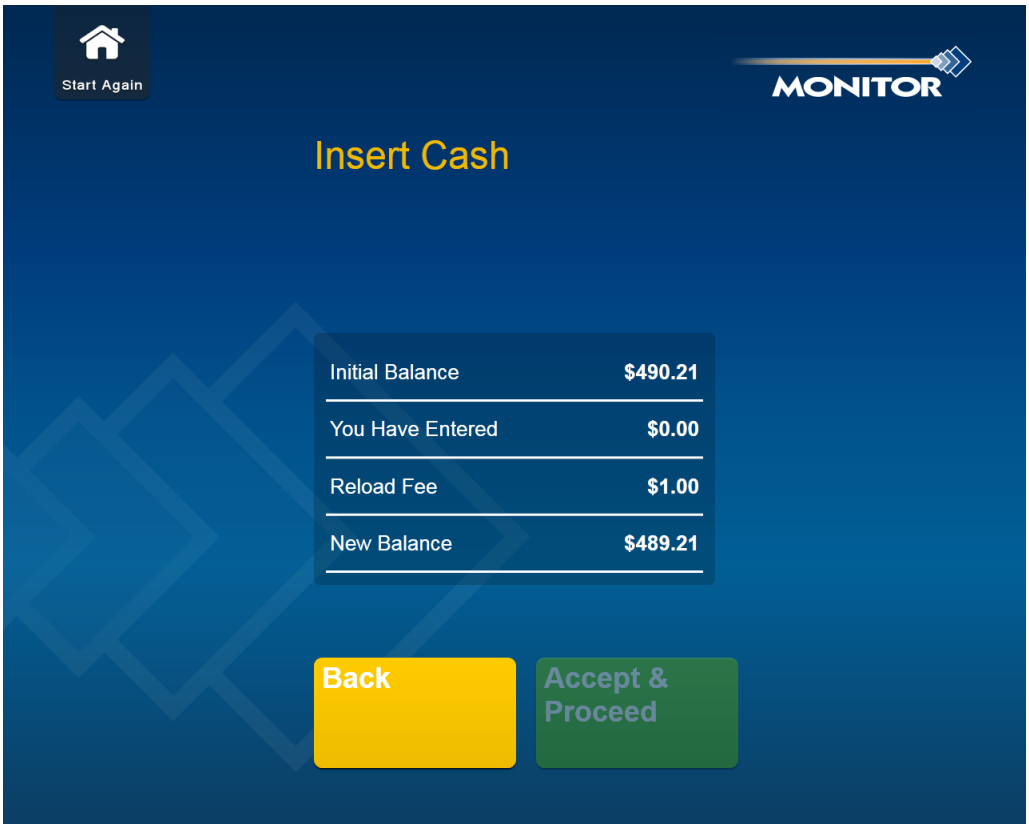
This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function is **not enabled** under Configuration - Calculator.



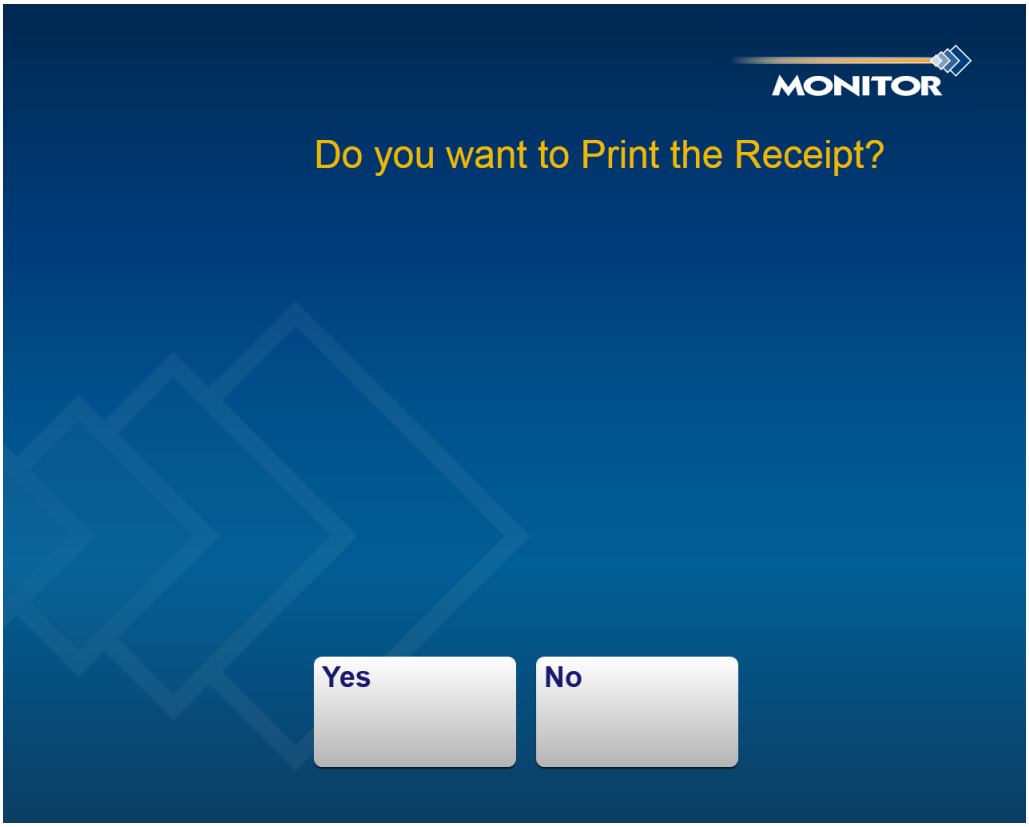
1. Select *By Cash* option.
2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.



3. The user then selects *Next* to proceed or *Back* to go back a step
4. The following screen appears and the value on the *You have Entered* will update as the user loads their cash.



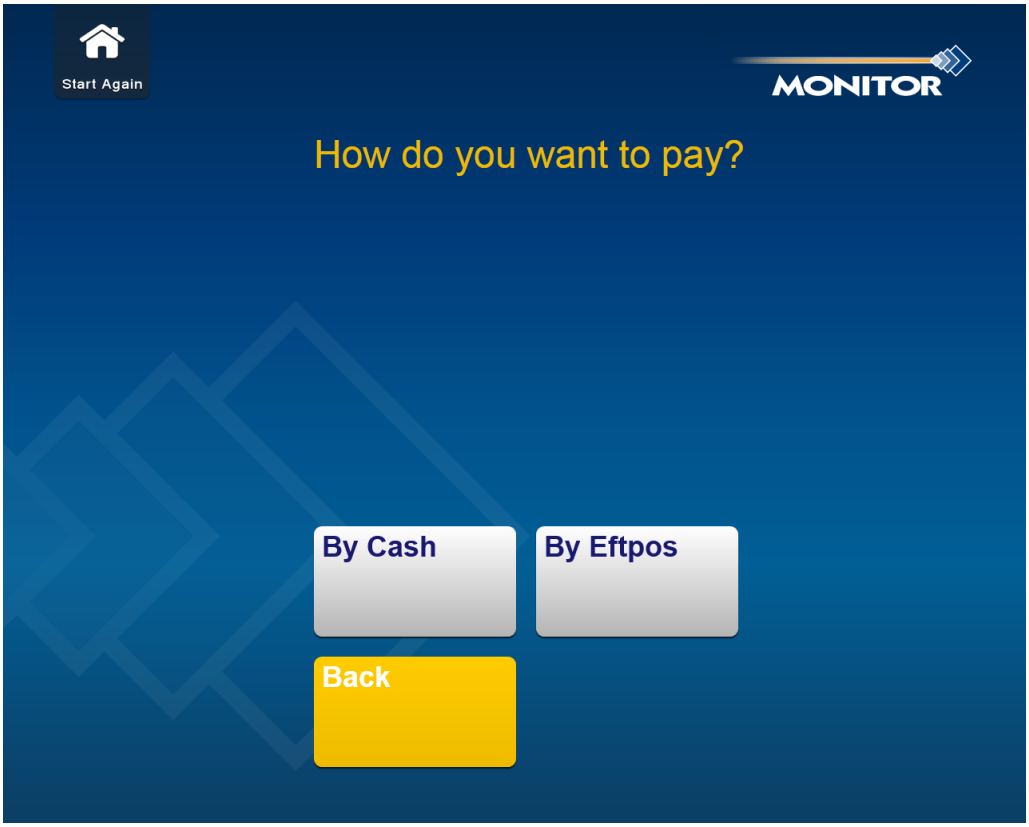
5. Once the cash has been entered and the *You Have Entered* balance reflects the same amount entered, the user selects *Accept & Proceed* to continue.
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

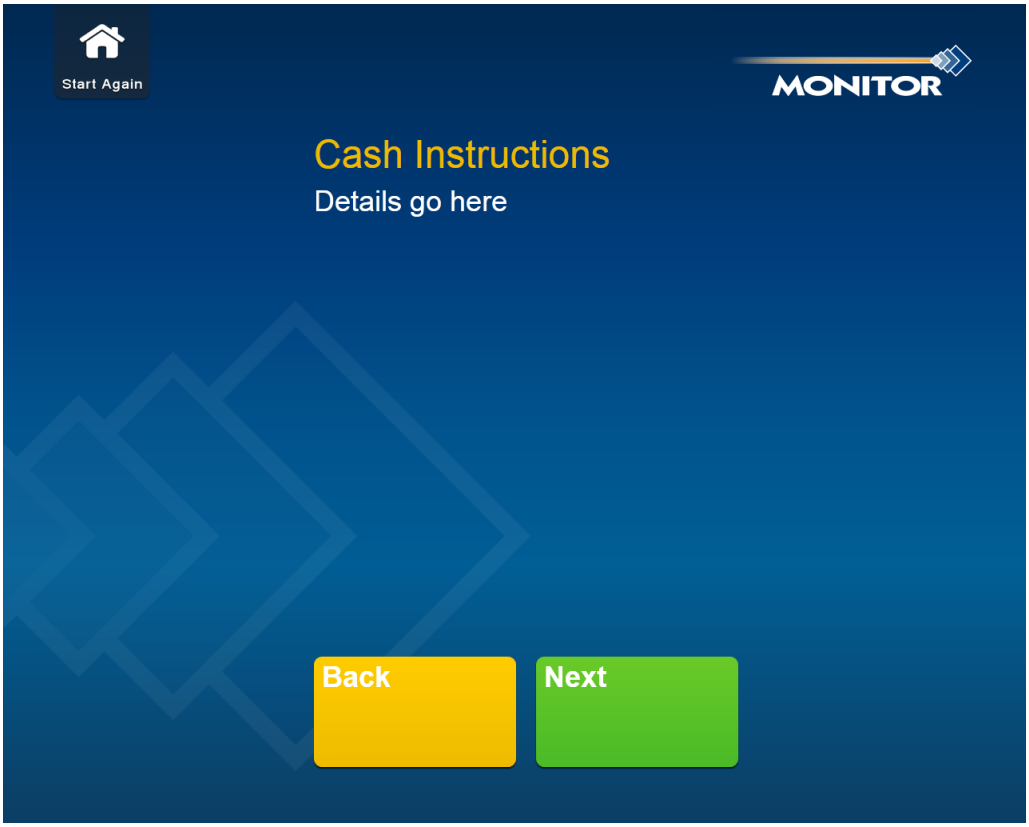
By Cash with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function **is enabled** under Configuration - Calculator.



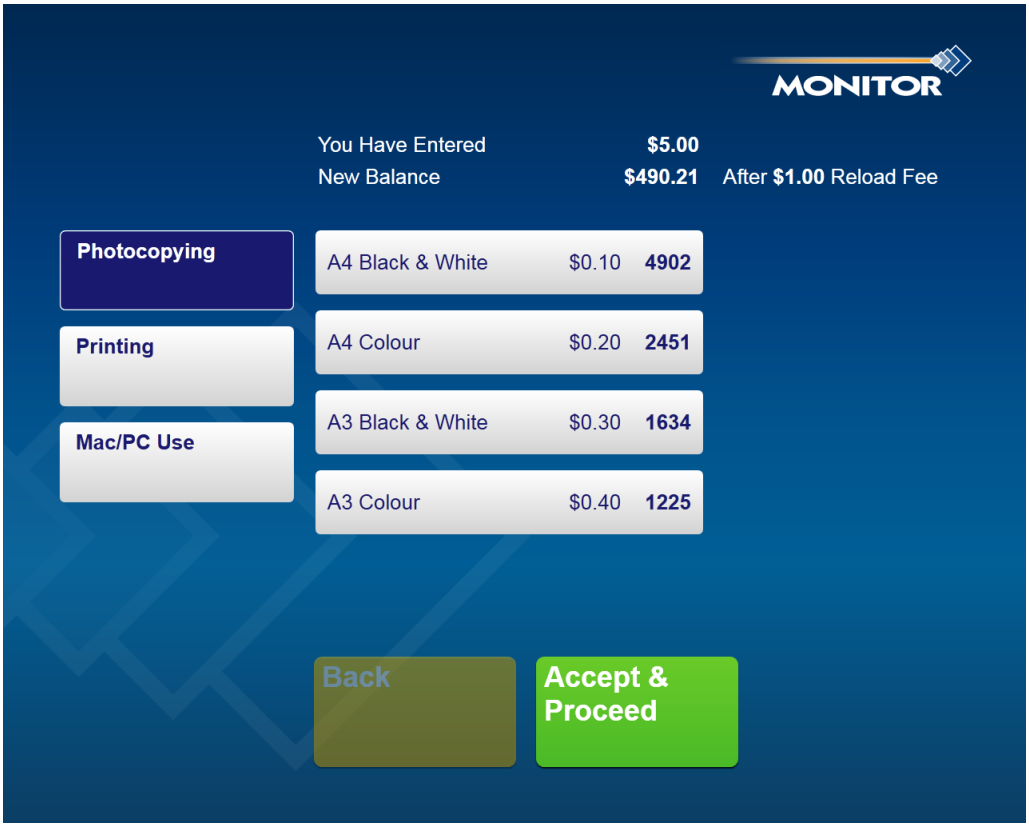
1. Select *By Cash* option.

2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.



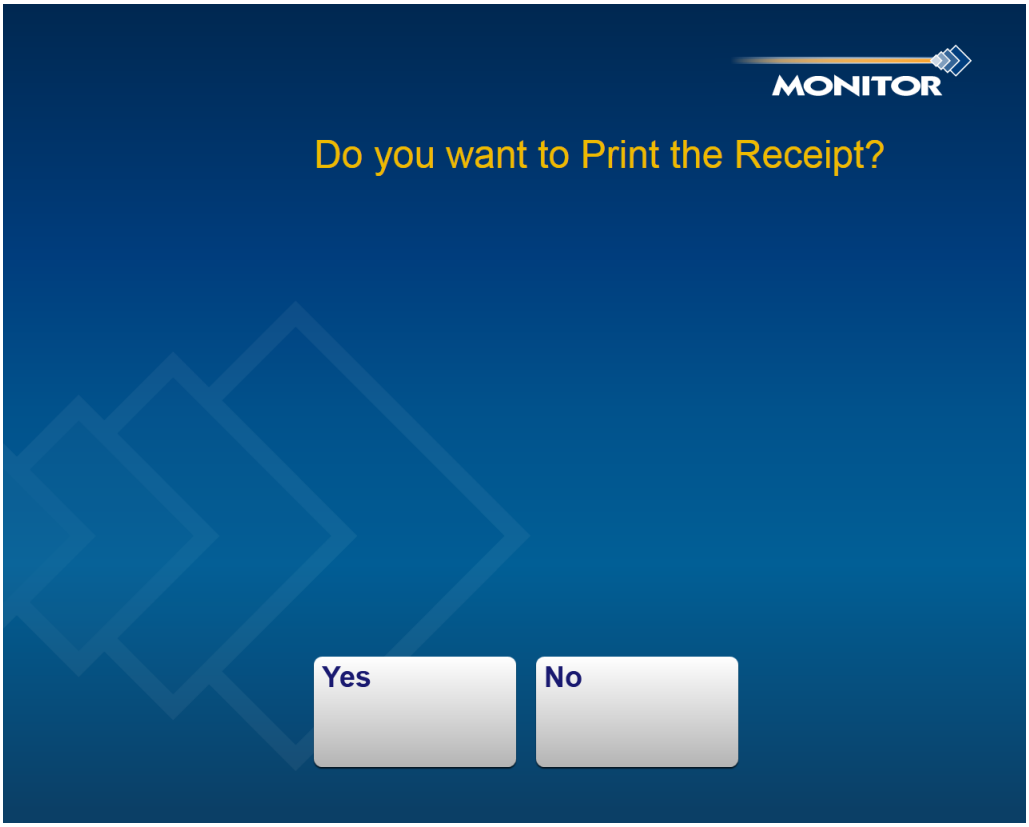
3. The user then selects *Next* to proceed or *Back* to go back a step

4. The following screen will then show the amount *You Have Entered,* the account holder's *New Balance* and cash reloading Fee. The screen also displays the possible number of transactions available based on the current New Balance.



5. Once the User is satisfied with the amount up-loaded and that amount appears under *You Have Entered*, then the User can select *Accept & Proceed* to continue with the process.

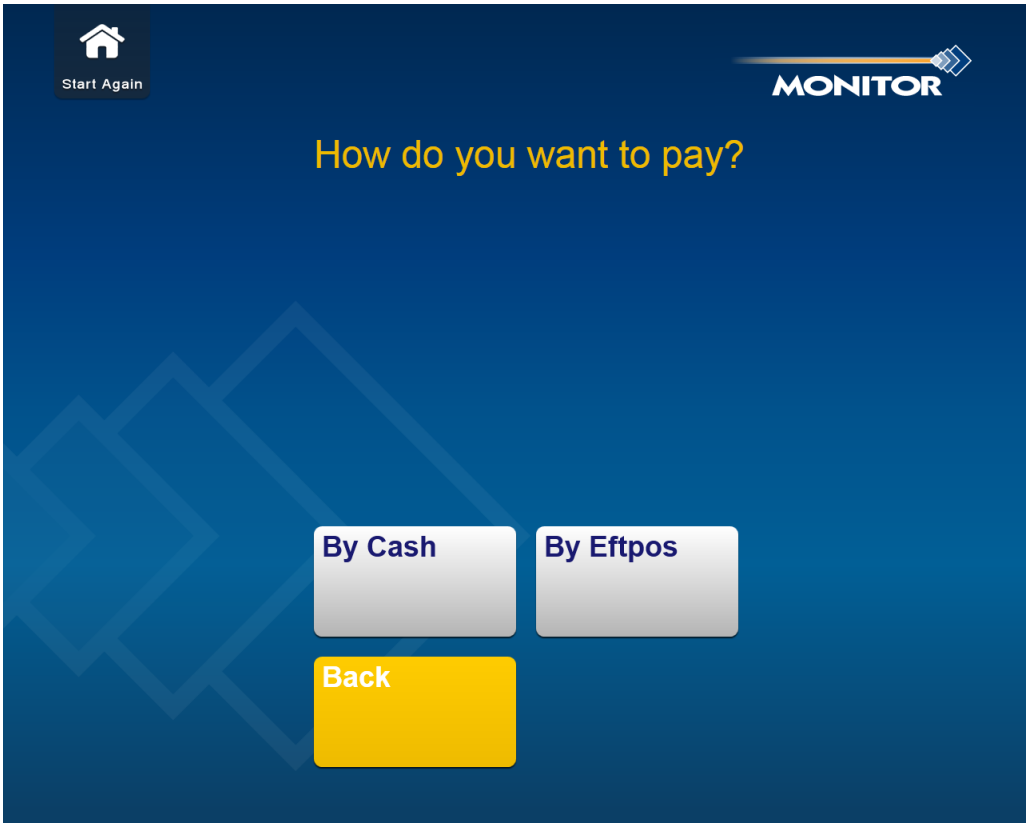
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



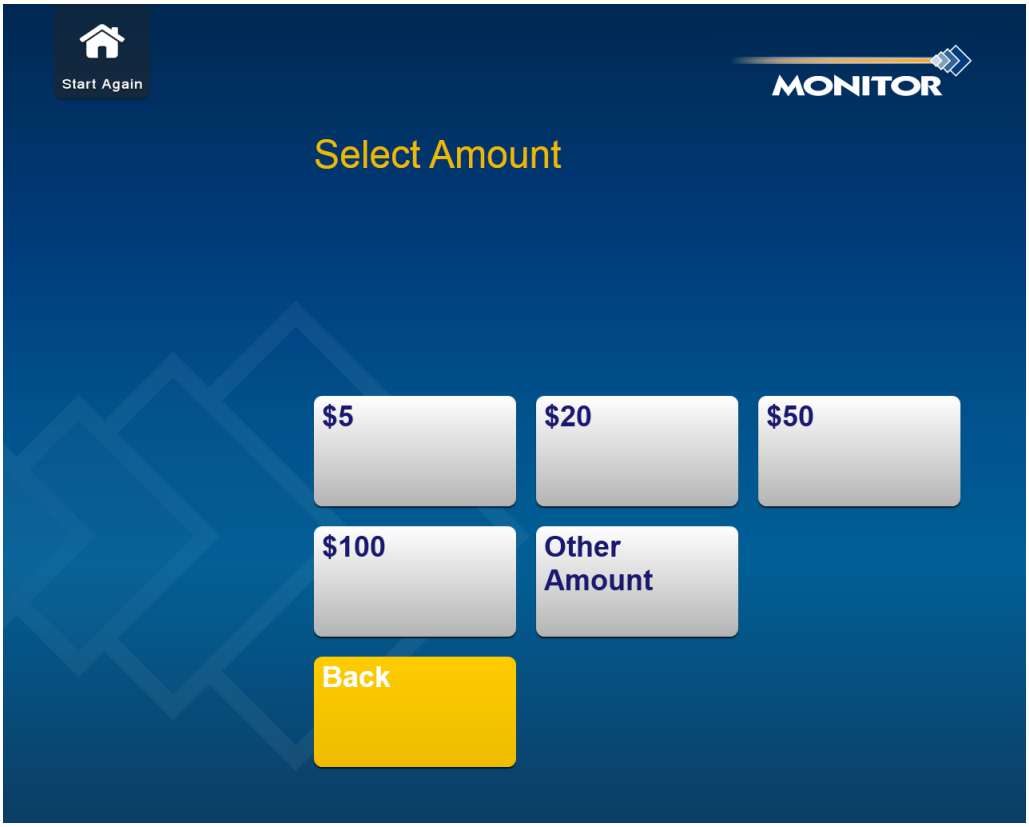
7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

By Eftpos

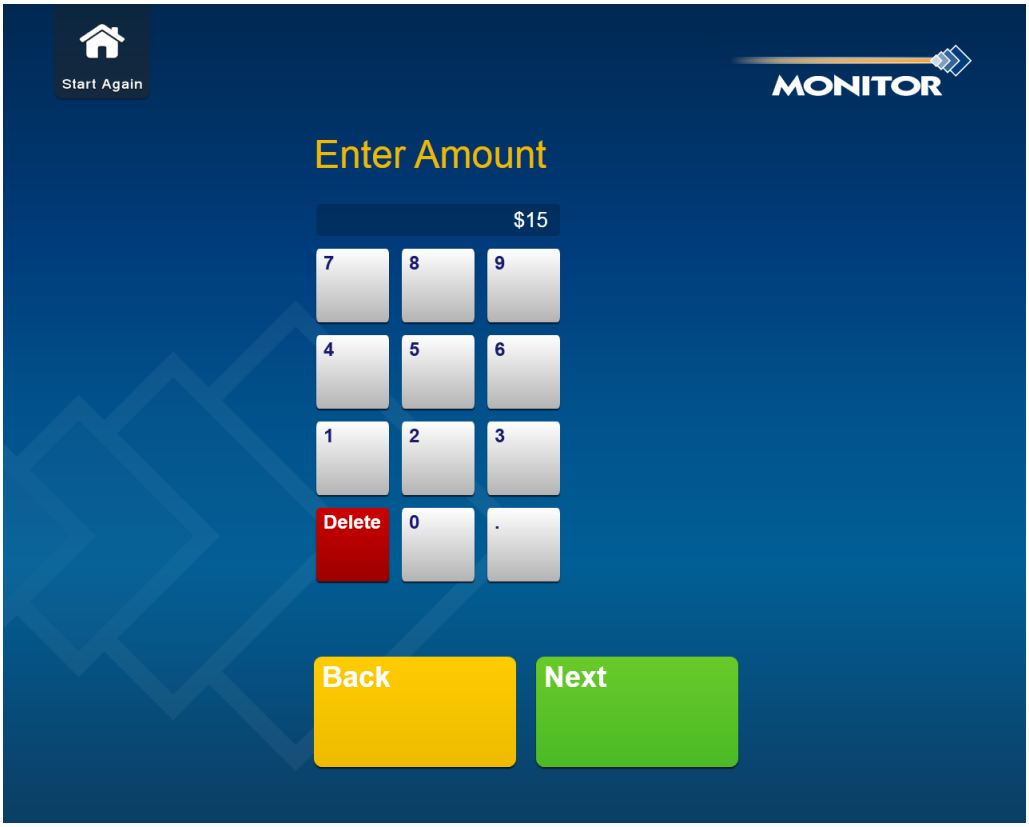
This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function is **not enabled** under Configuration - Calculator.



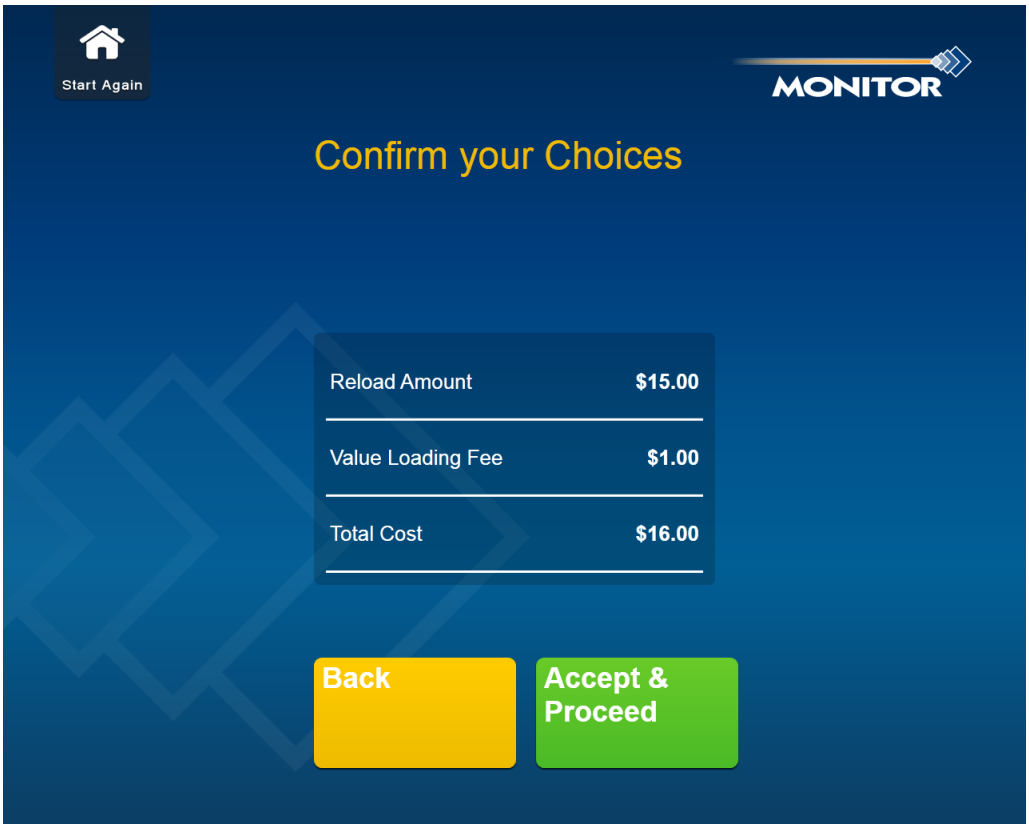
1. Select *By EFTPOS* option.



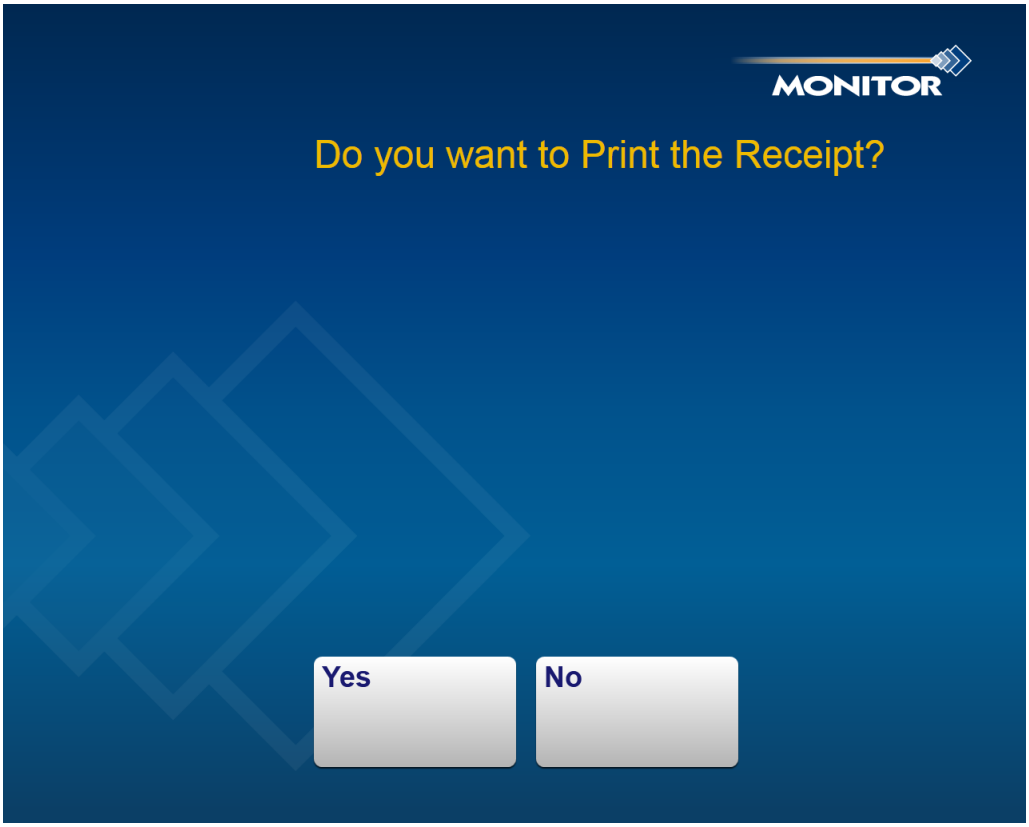
2. The User can select a preset amount or select *Other Amount*. If *Other Amount* is selected the following keypad screen is displayed and the User can enter a specific amount and press *Next* or *Back* to return to the preset amount screen.



3. Express will display the chosen *Add Value - Card Value* less the Reload Fee. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



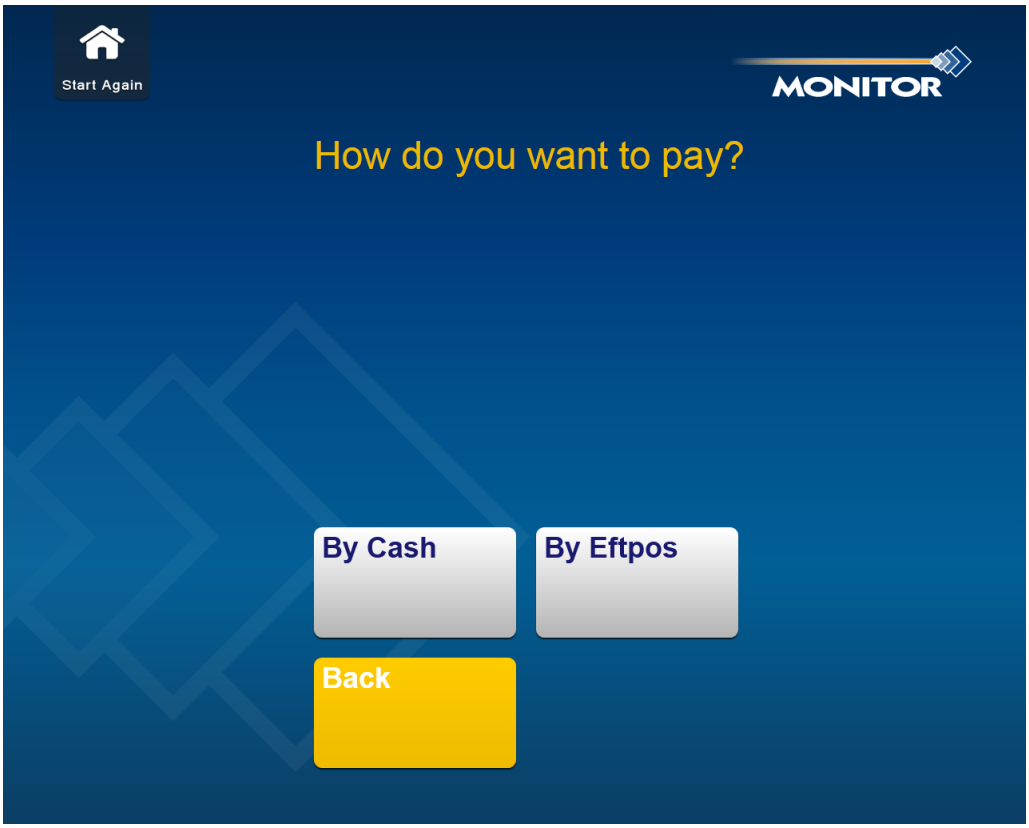
4. Express will then take the User through the processing an EFTPOS payment steps .
5. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



6. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

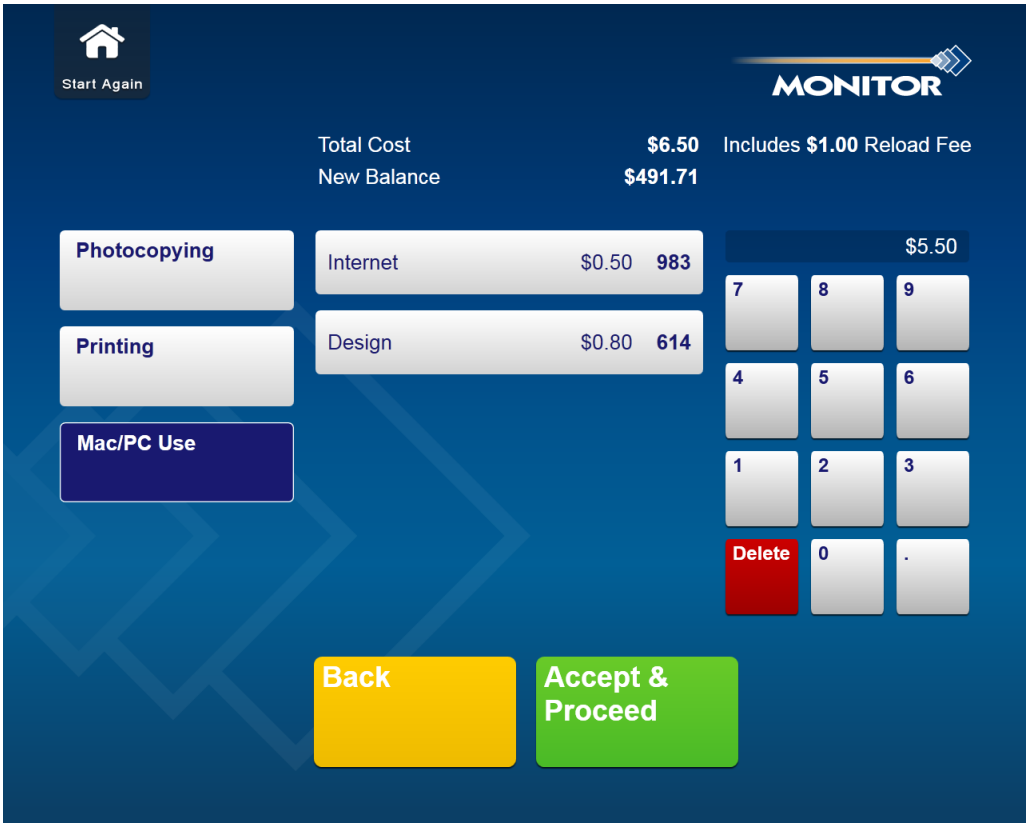
By Eftpos with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function **is enabled** under Configuration - Calculator.

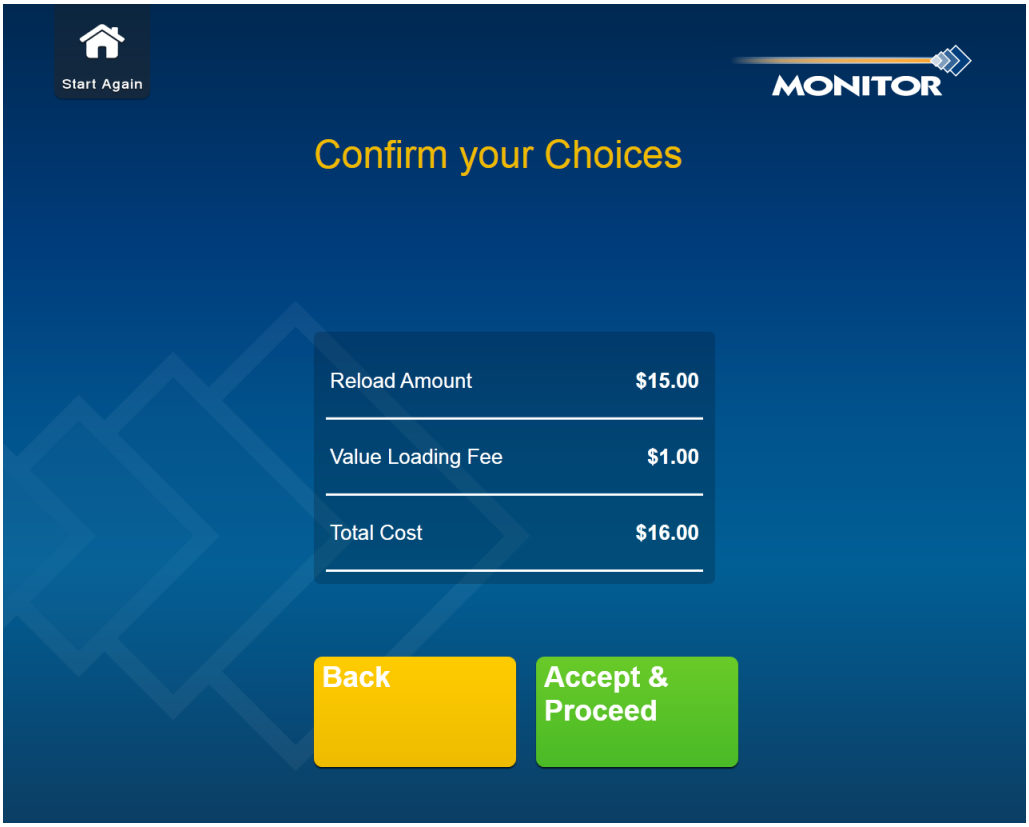


1. Select *By EFTPOS* option.

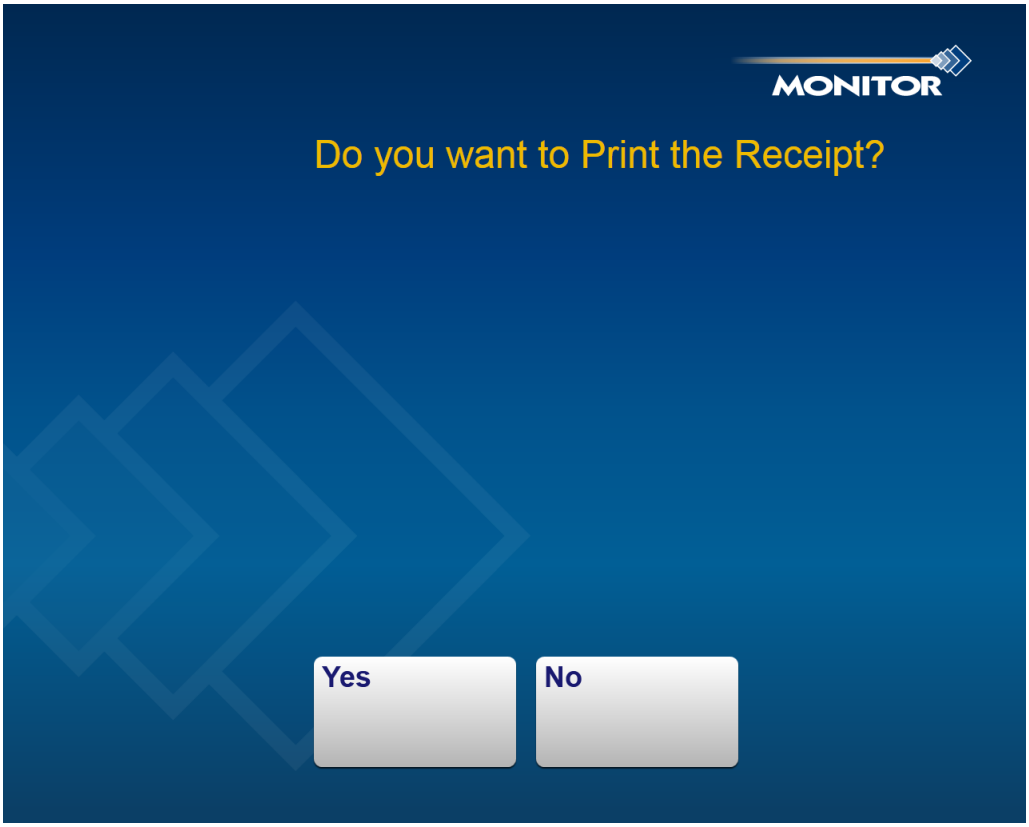
2. Using the keypad, the User enters their desired *Add Value*. The screen then displays the Add Value amount including the Reload Fee. It also display's the User's *New Balance* along with the possible number of transactions available based on the current New Balance. These labels, services and service pricing can be customised under Configurations - Calculator.



3. In the instance of an *Add Value* transaction the screen will display the chosen Reload Amount less the Value Loading Fee. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



4. Express will then take the User through the processing an EFTPOS payment steps.
5. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



6. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

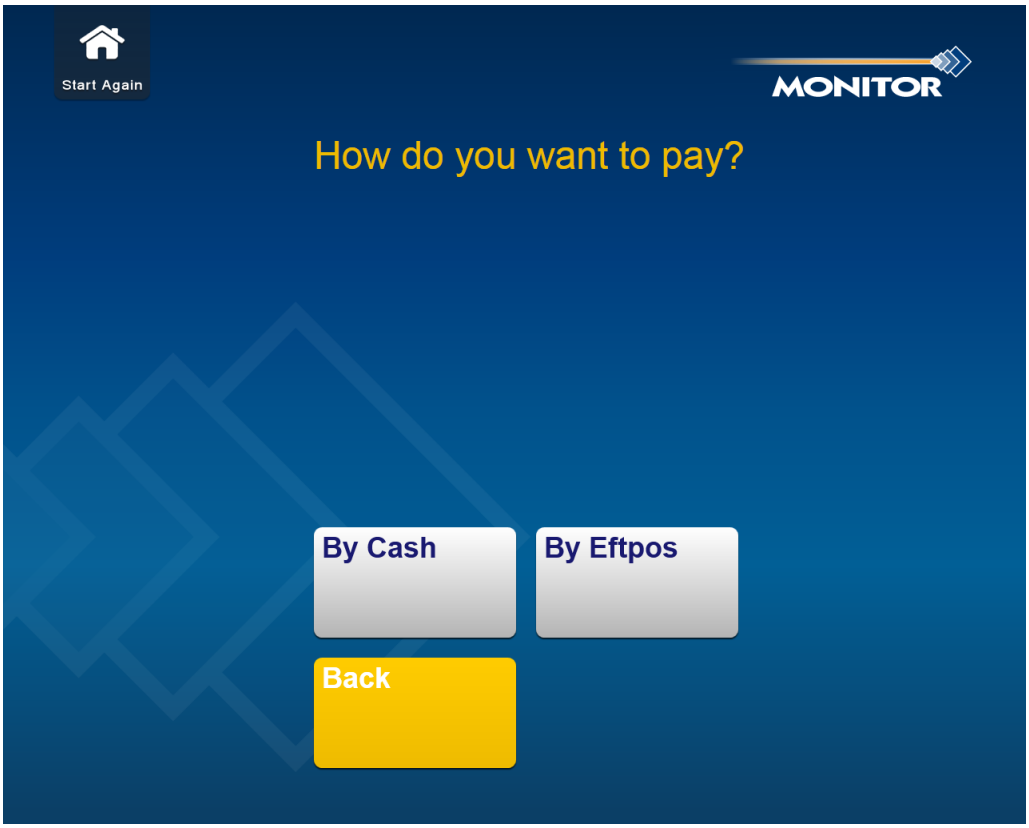
MONITOR
Supervisor Transaction Completed

Buy Card - Payment by Cash or Eftpos

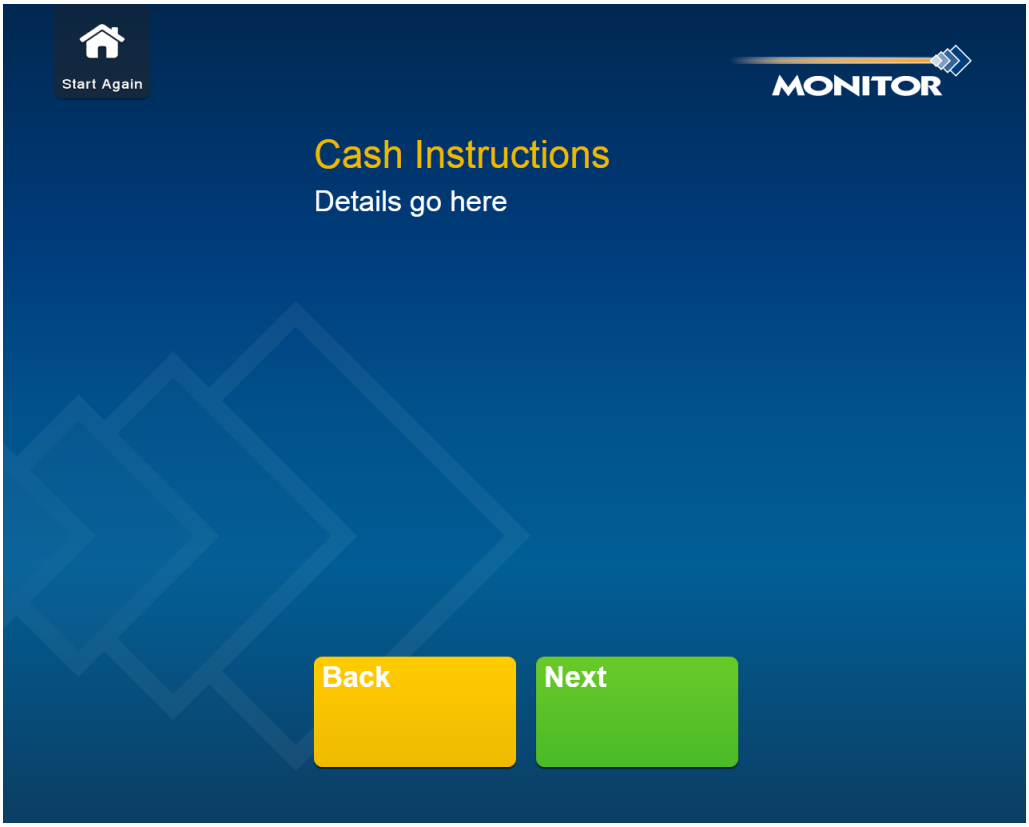
This is the step-by-step process of making a payment by Cash or Eftpos once a transaction has been selected.

By Cash

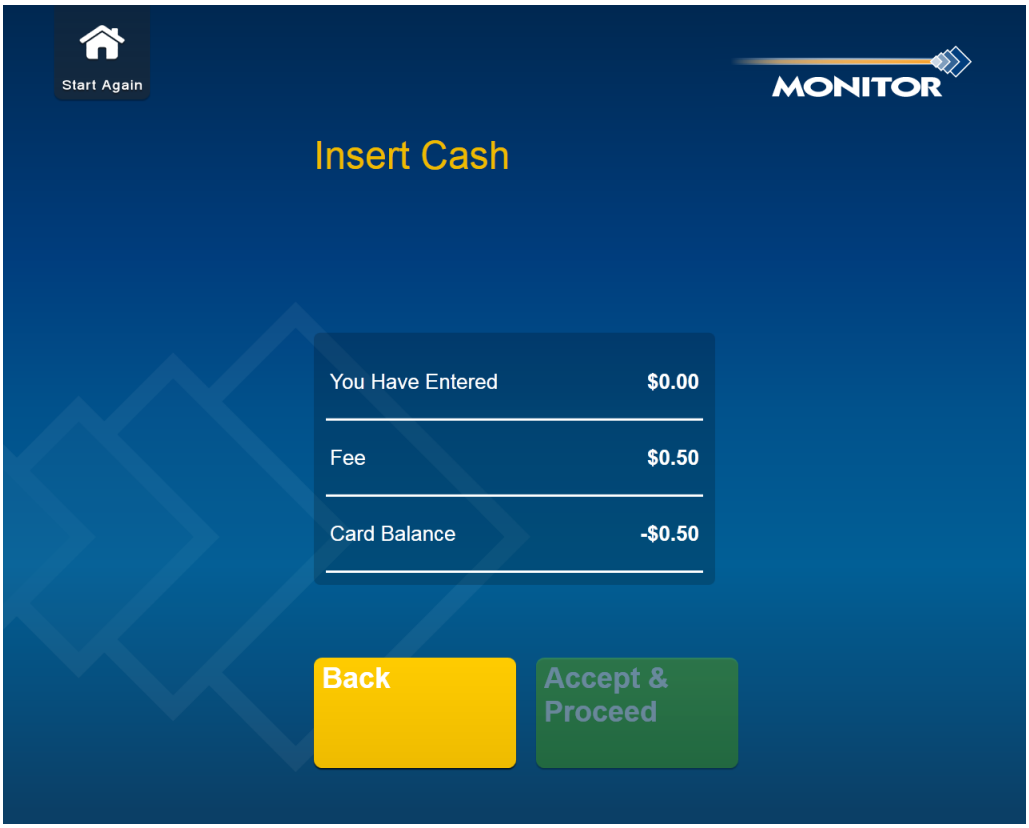
This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function is **not enabled** under Configuration - Calculator.



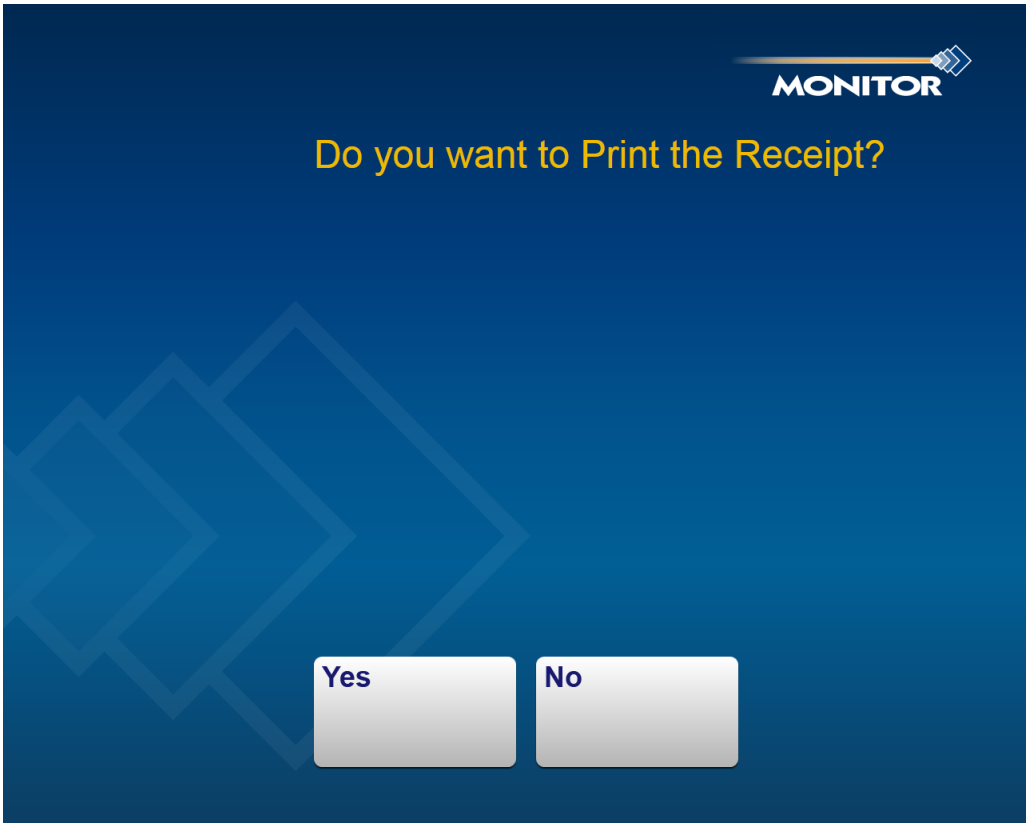
1. Select *By Cash* option.
2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.



3. The user then selects *Next* to proceed or *Back* to go back a step
4. The following screen appears and the value on the *You have Entered* will update as the user loads their cash.



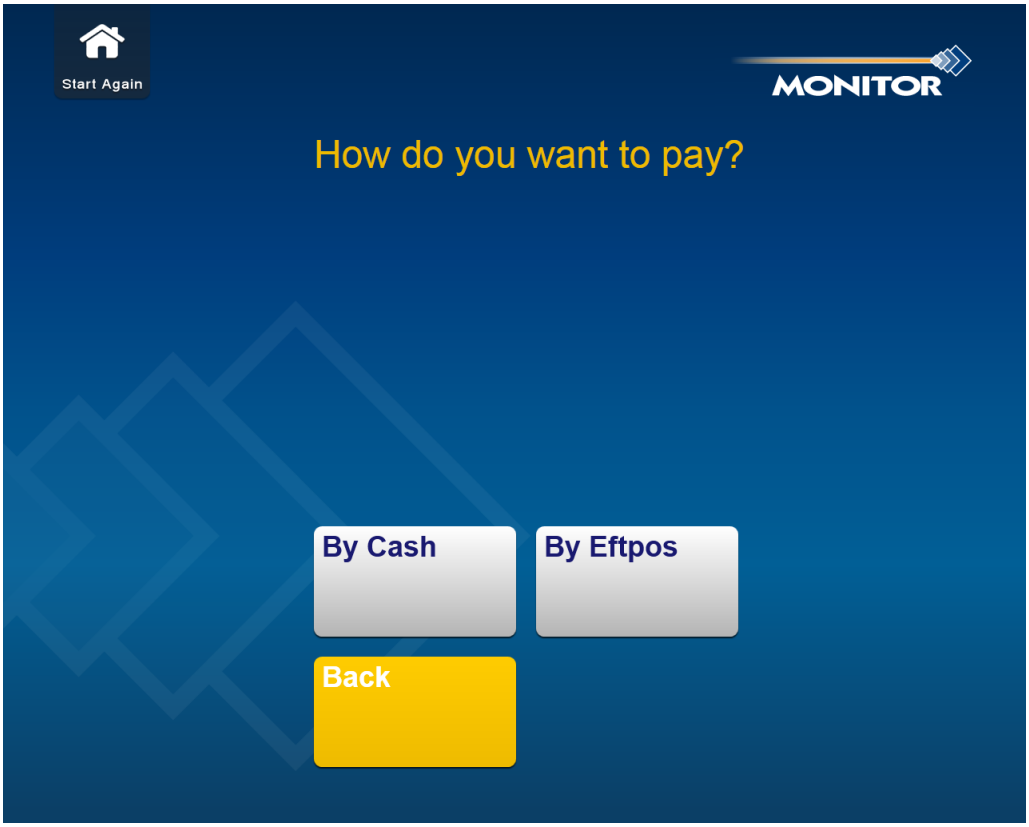
5. Once the cash has been entered and the *You Have Entered* balance reflects the same amount entered, the user selects *Accept & Proceed* to continue.
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

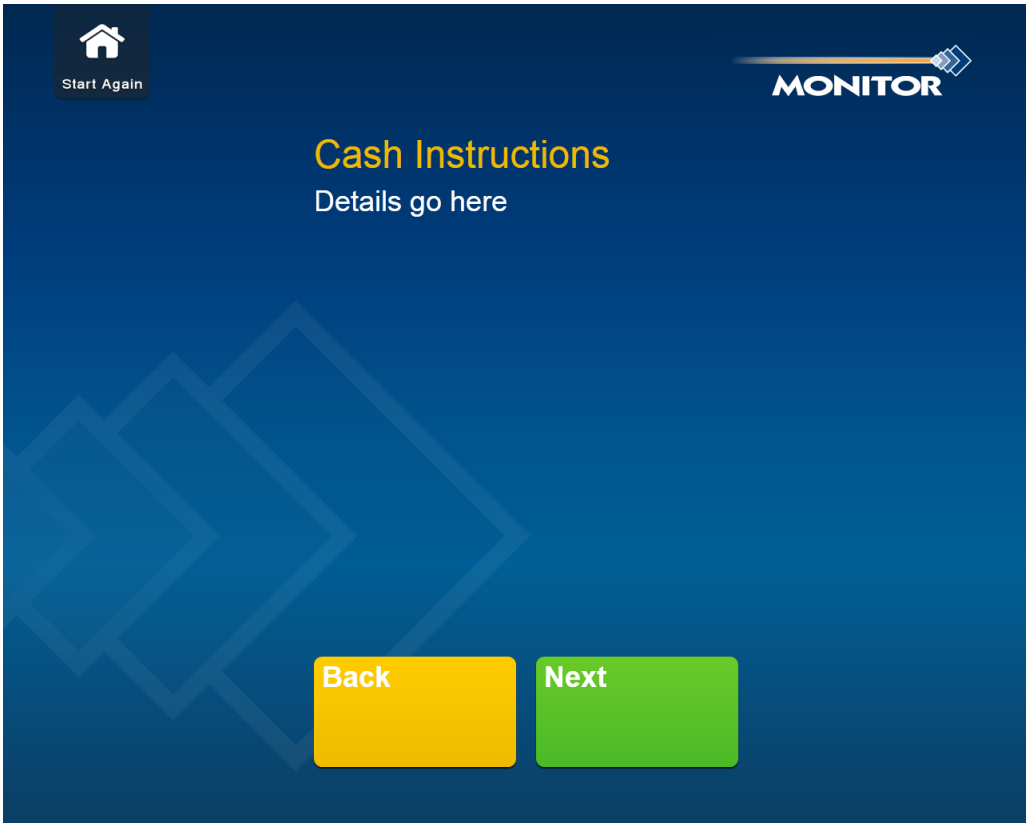
By Cash with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function **is enabled** under Configuration - Calculator.



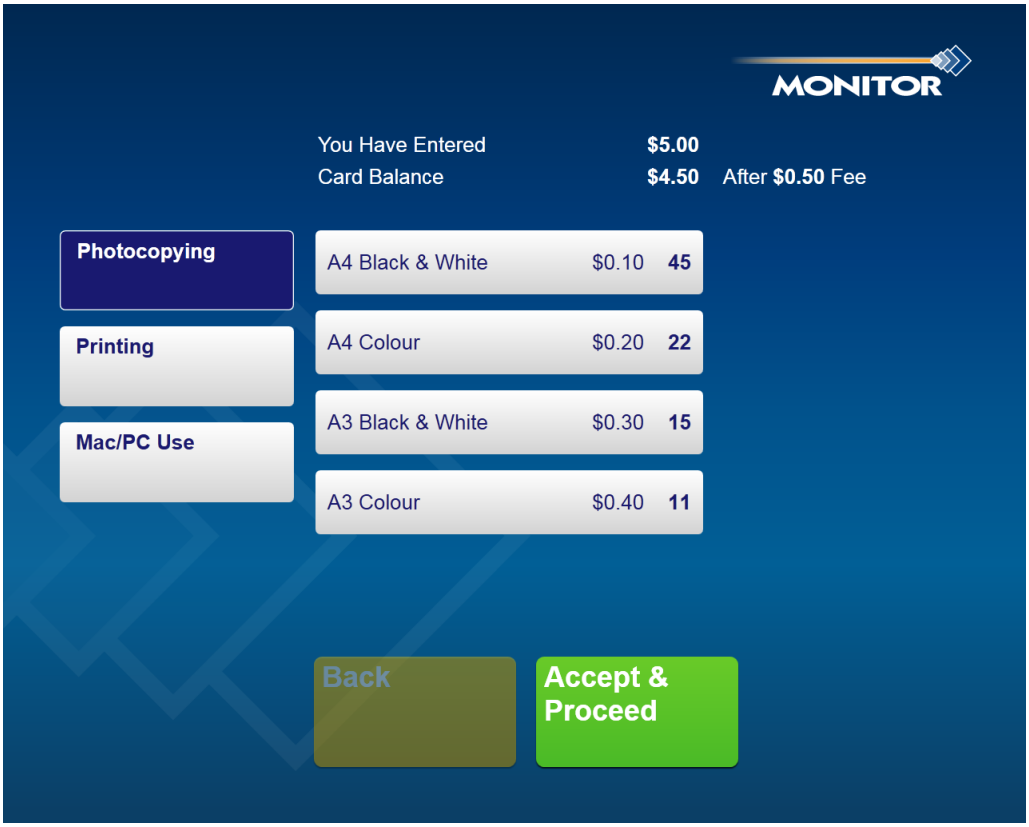
1. Select *By Cash* option.

2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.



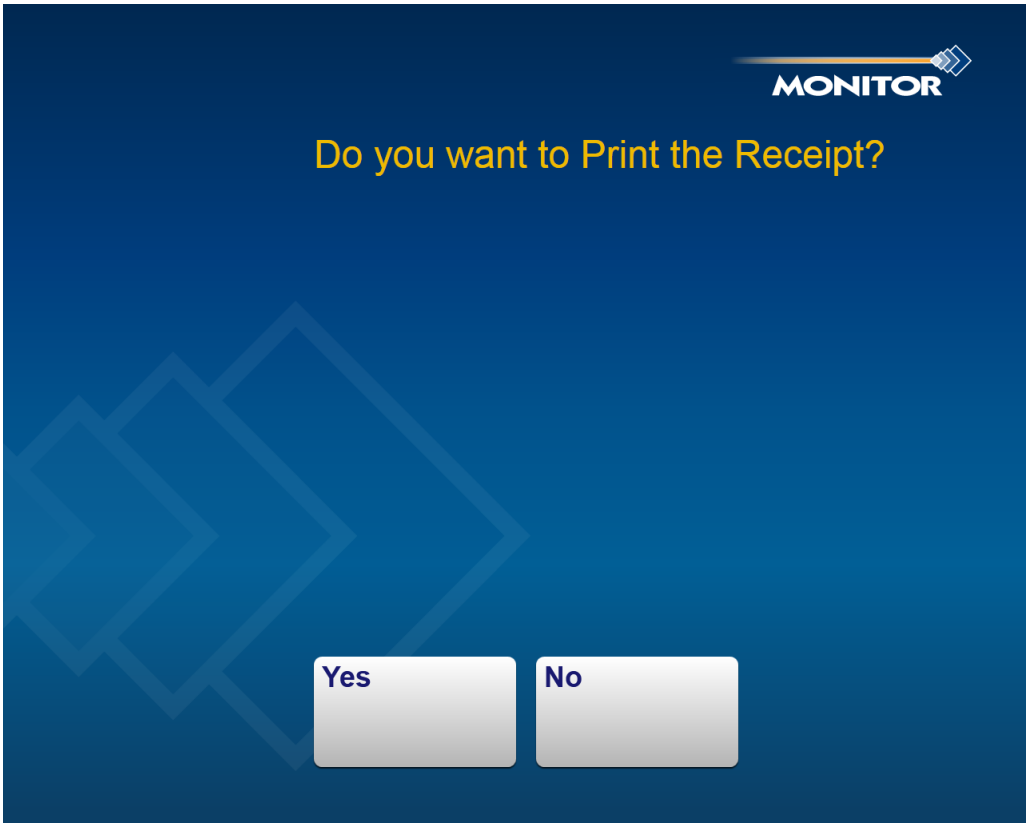
3. The user then selects *Next* to proceed or *Back* to go back a step

4. The following screen will then show the amount *You Have Entered,* the account holder's Card Balance less Fee. The screen also displays the possible number of transactions available based on the current Card Balance.



5. Once the User is satisfied with the amount up-loaded and that amount appears under *You Have Entered*, then the User can select *Accept & Proceed* to continue with the process.

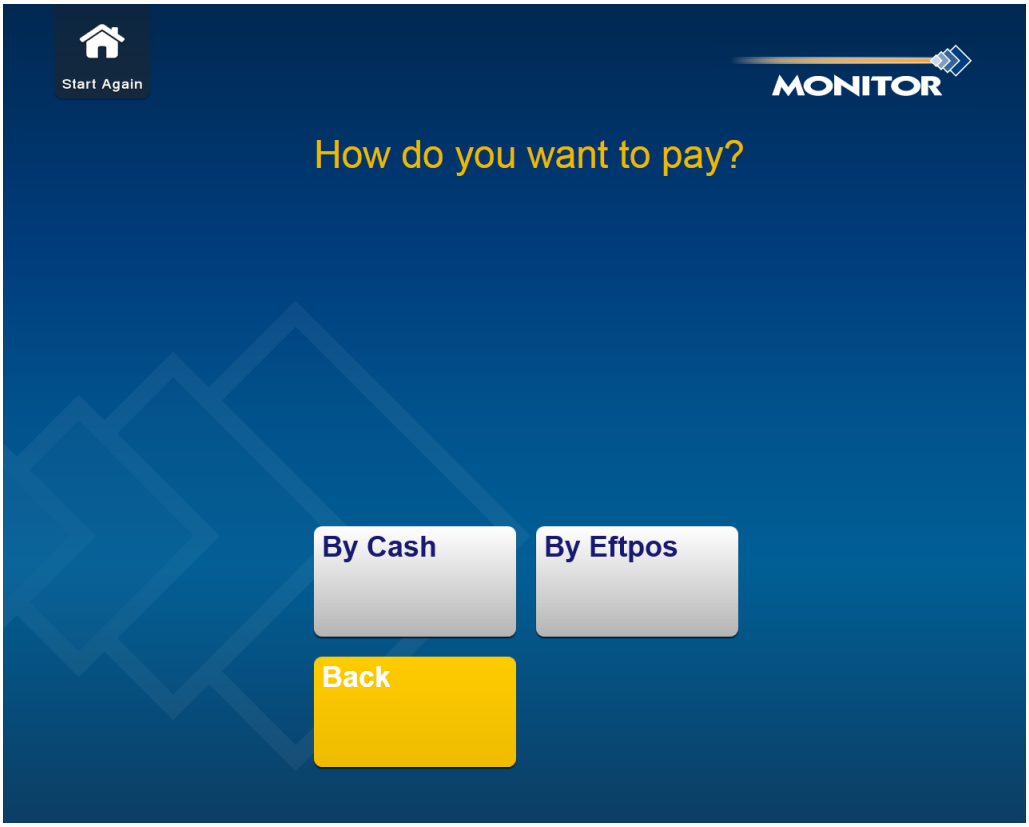
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



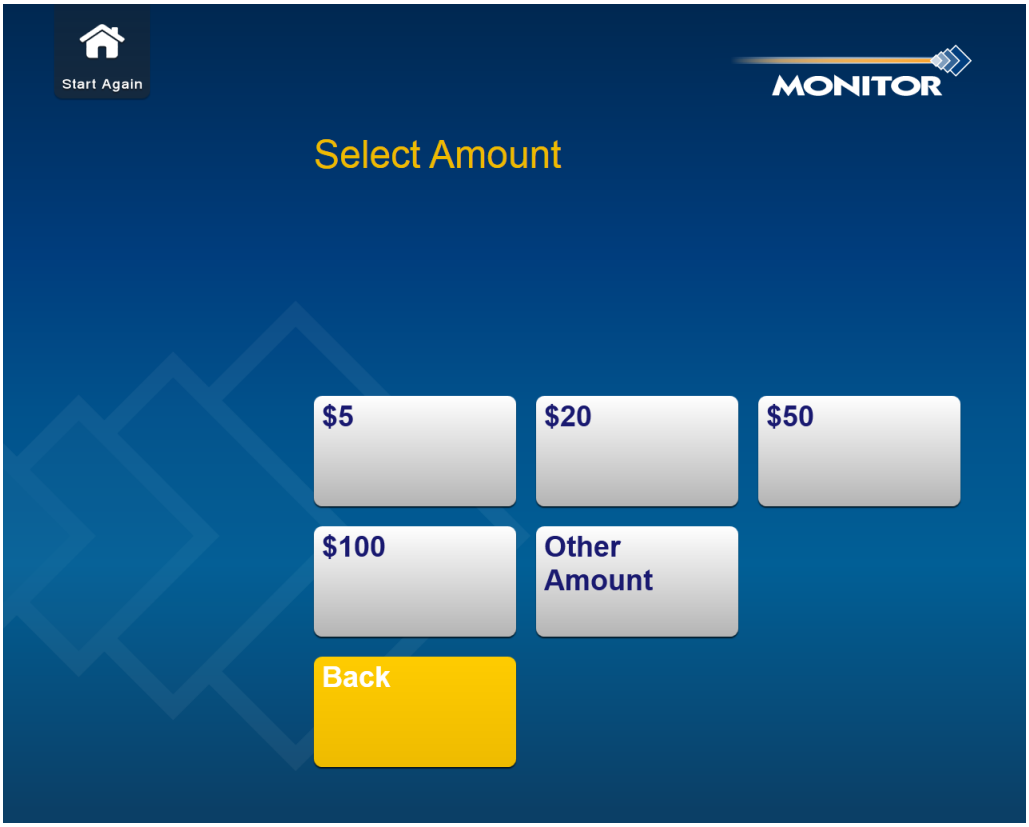
7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

By Eftpos

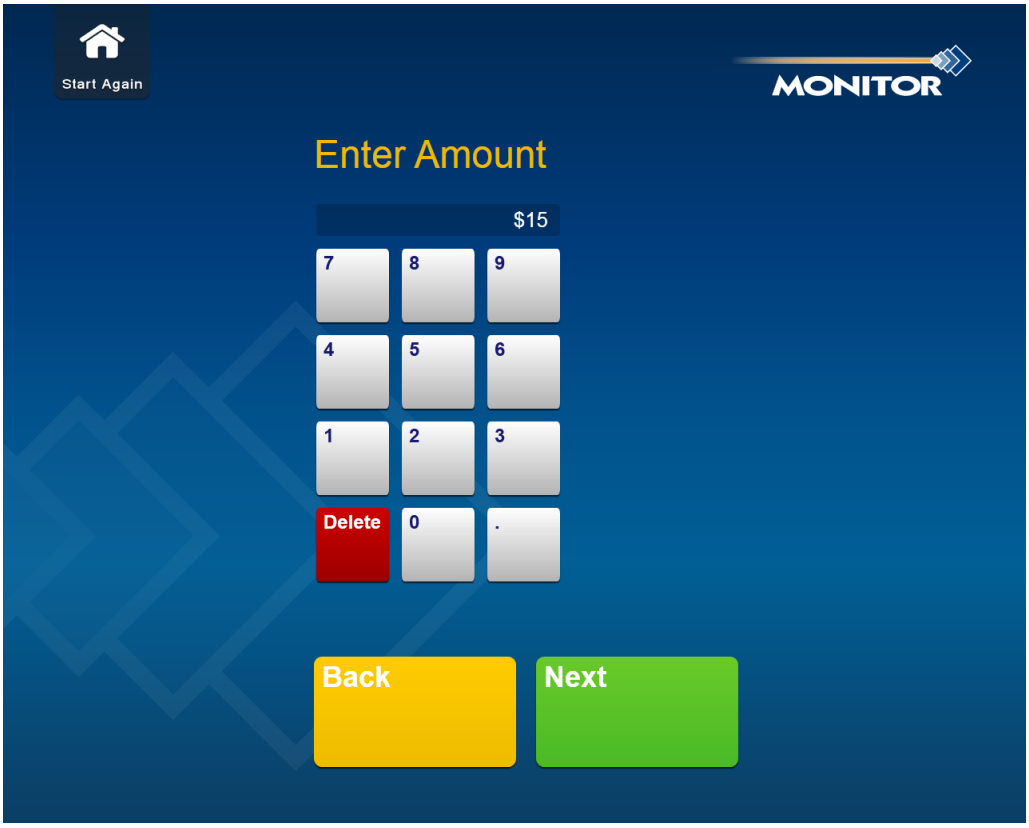
This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function is **not enabled** under Configuration - Calculator.



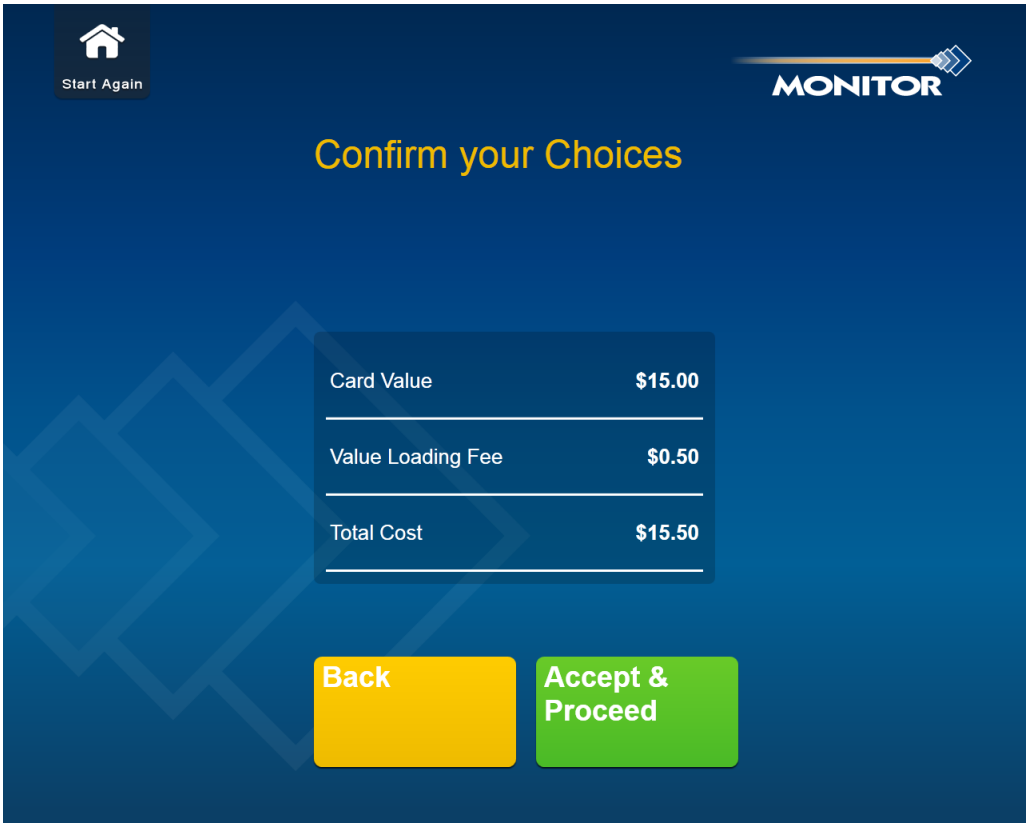
1. Select *By EFTPOS* option.



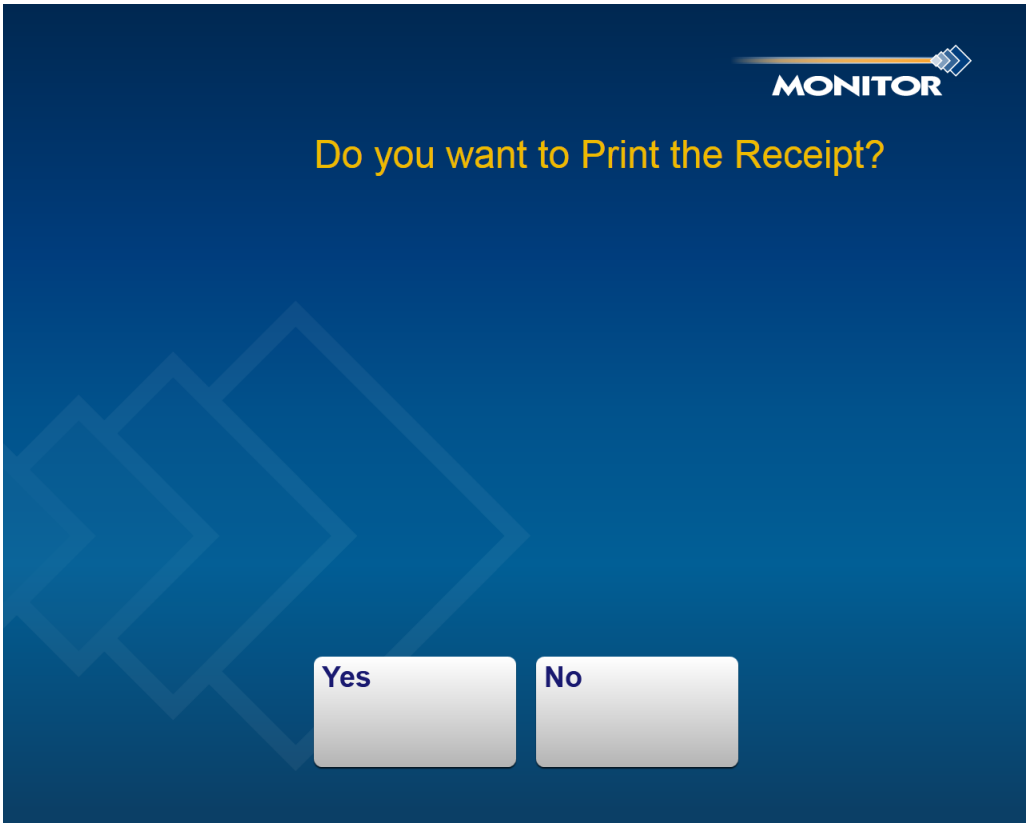
2. The User can select a preset amount or select *Other Amount*. If *Other Amount* is selected the following keypad screen is displayed and the User can enter a specific amount and press *Next* or *Back* to return to the preset amount screen.



3. Express will display the *Card Value* less the Value Loading Fee. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



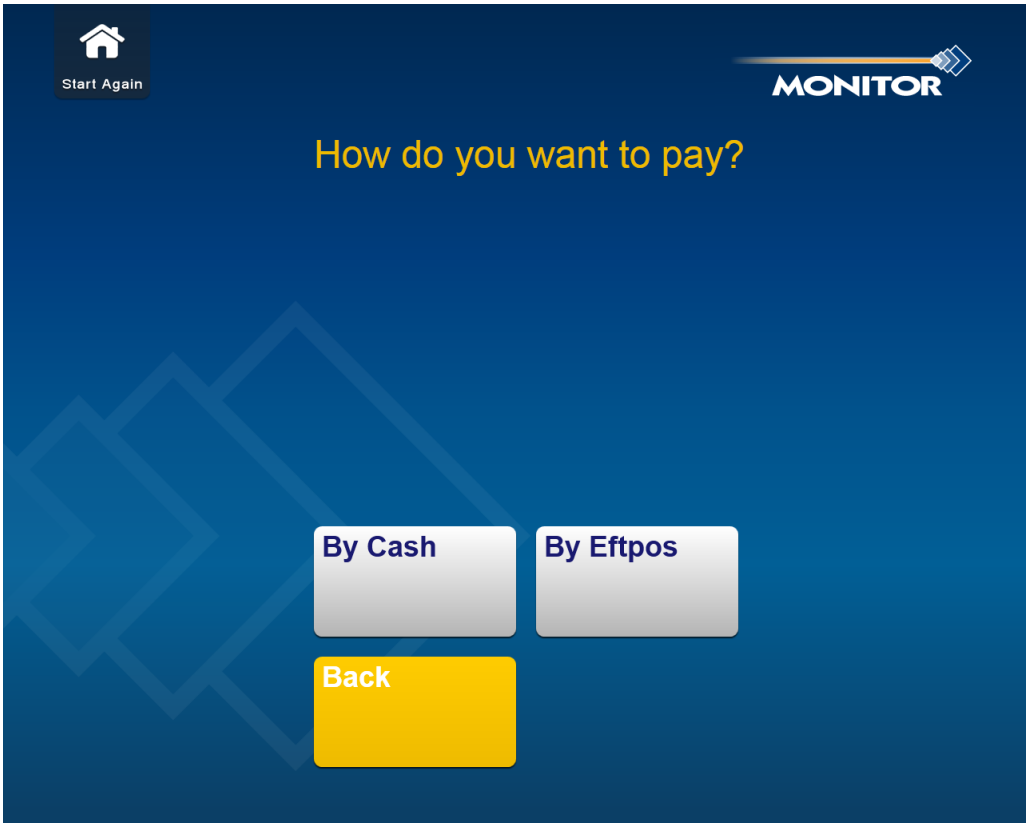
4. Express will then take the User through the processing an EFTPOS payment steps.
5. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



6. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

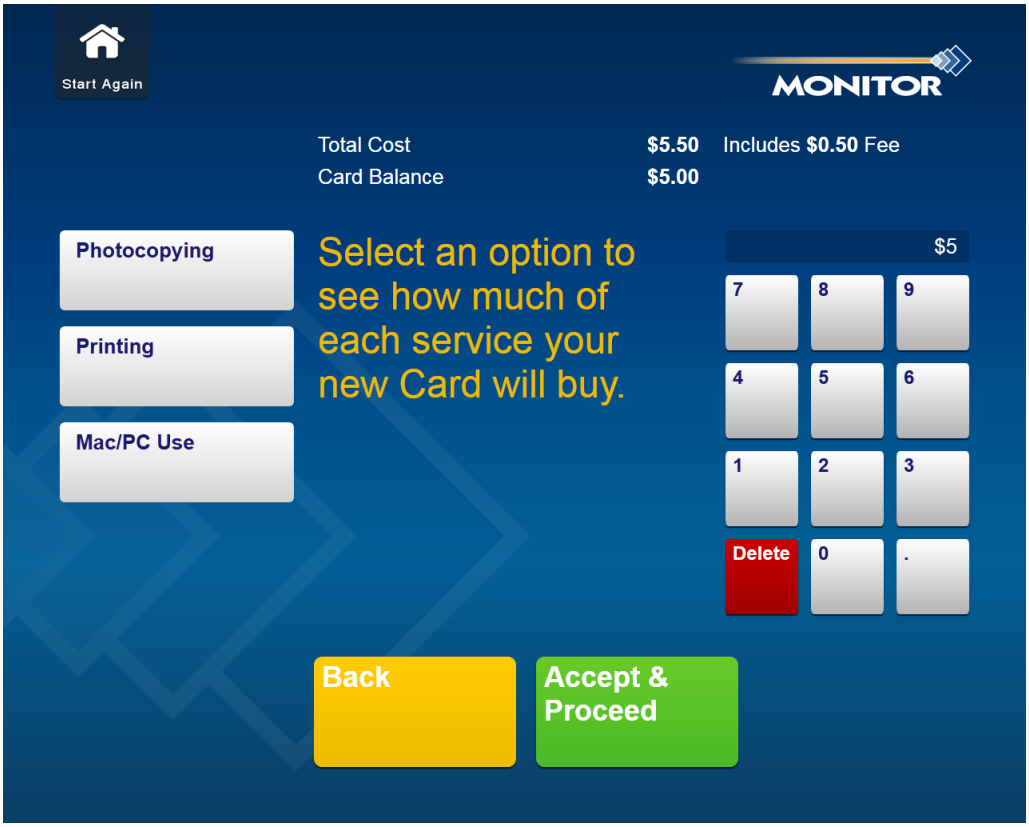
By Eftpos with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function **is enabled** under Configuration - Calculator.



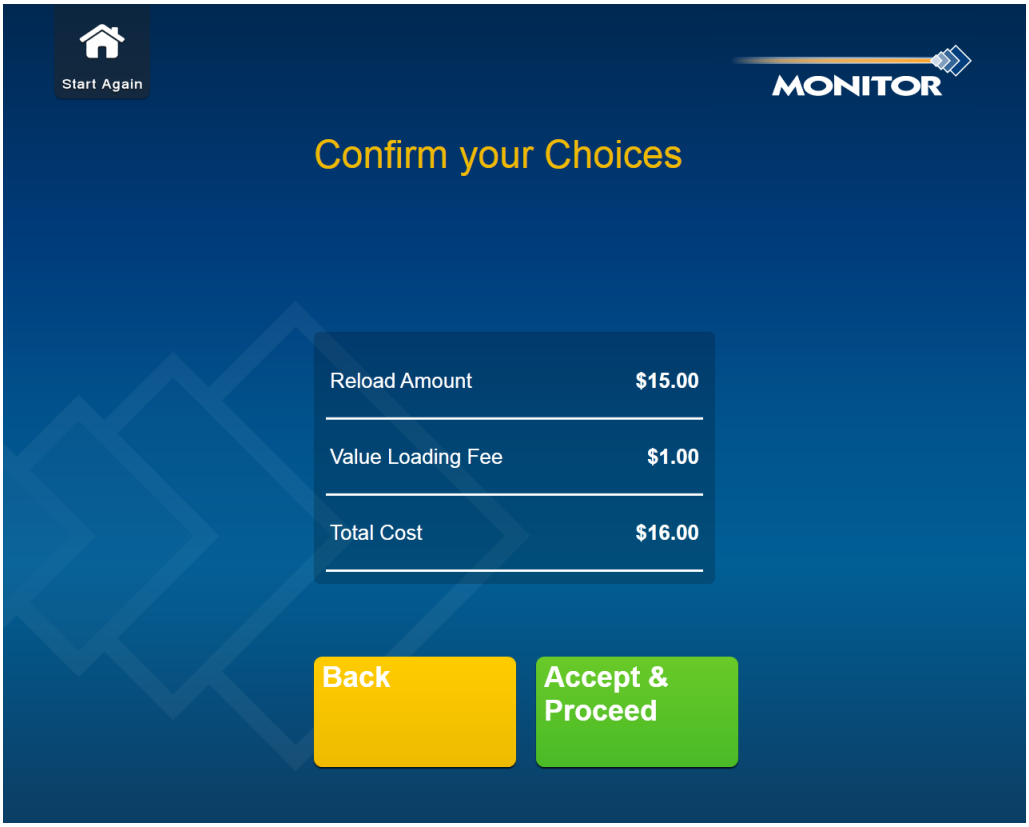
1. Select *By EFTPOS* option.

2. Using the keypad, the User enters their desired Card Value. The screen then displays the Card Value amount including the Fee. It also gives the option of viewing the possible number of transactions available based on Card Balance. These services listed and service pricing can be customised under Configurations - Calculator.

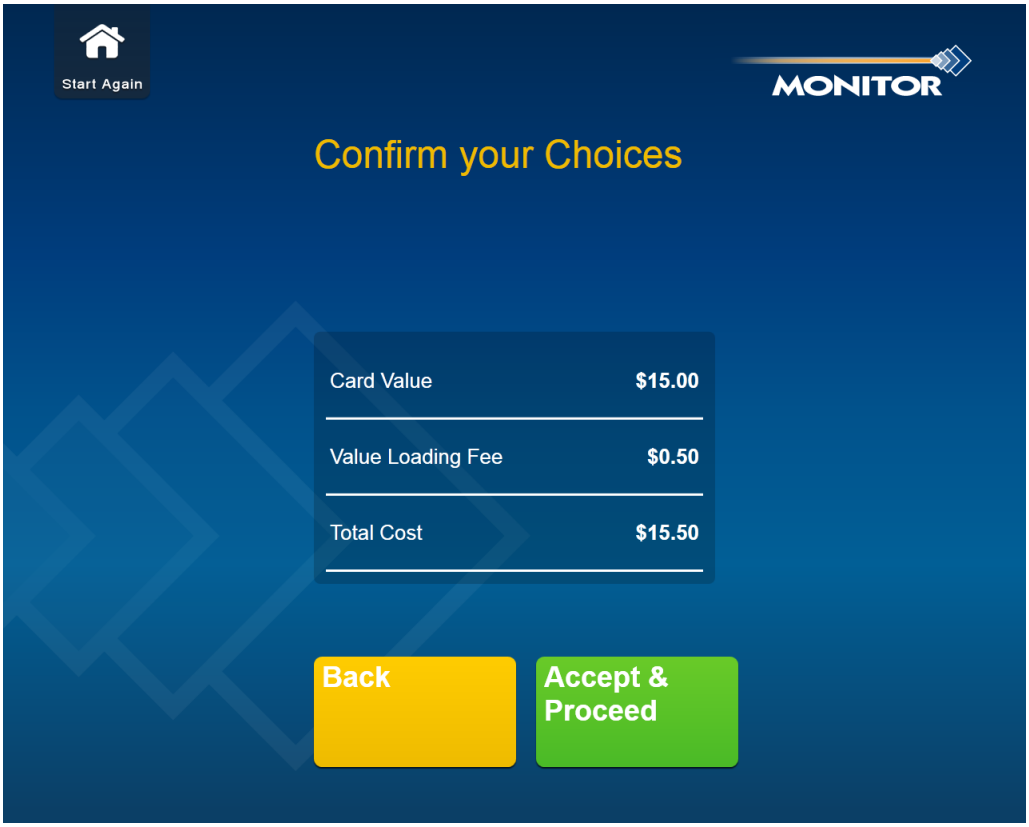


3. Using the keypad, the User enters their desired *Add Value*. The screen then displays the Add Value amount including the Reload Fee. It also display's the User's *New Balance* along with the possible number of transactions available based on the current New Balance. These labels, services and service pricing can be customised under Configurations - Calculator.

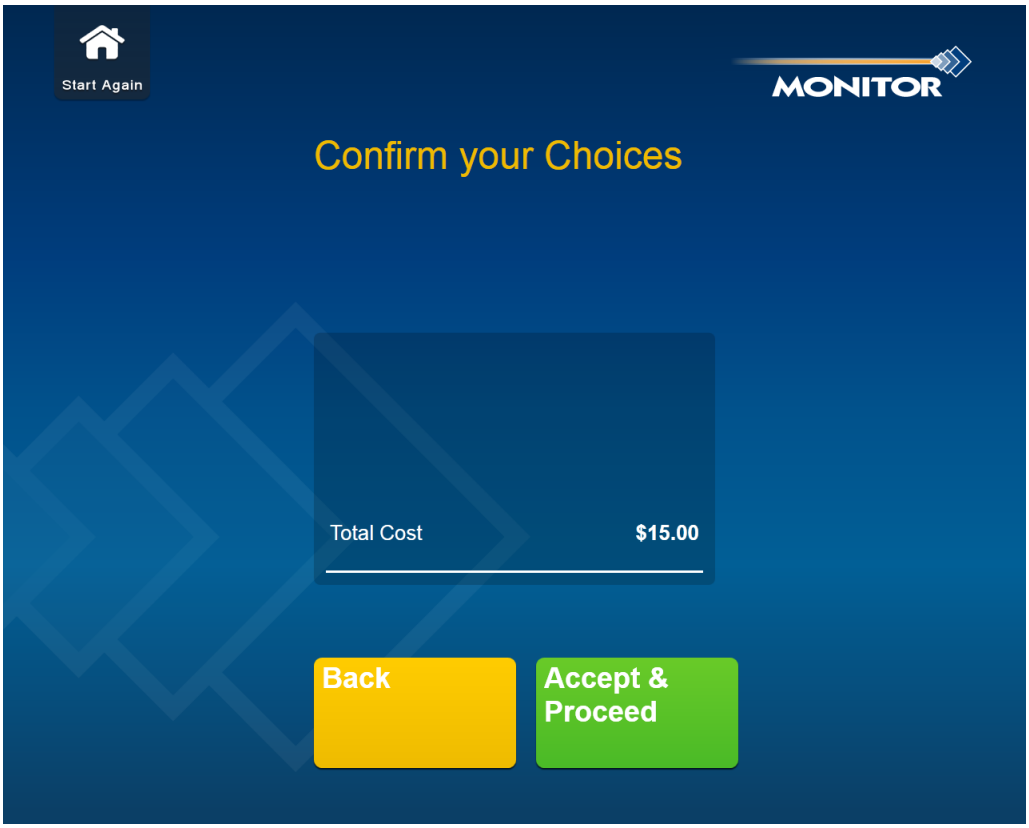
4. In the instance of an *Add Value* transaction the screen will display the chosen Reload Amount less the Value Loading Fee. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



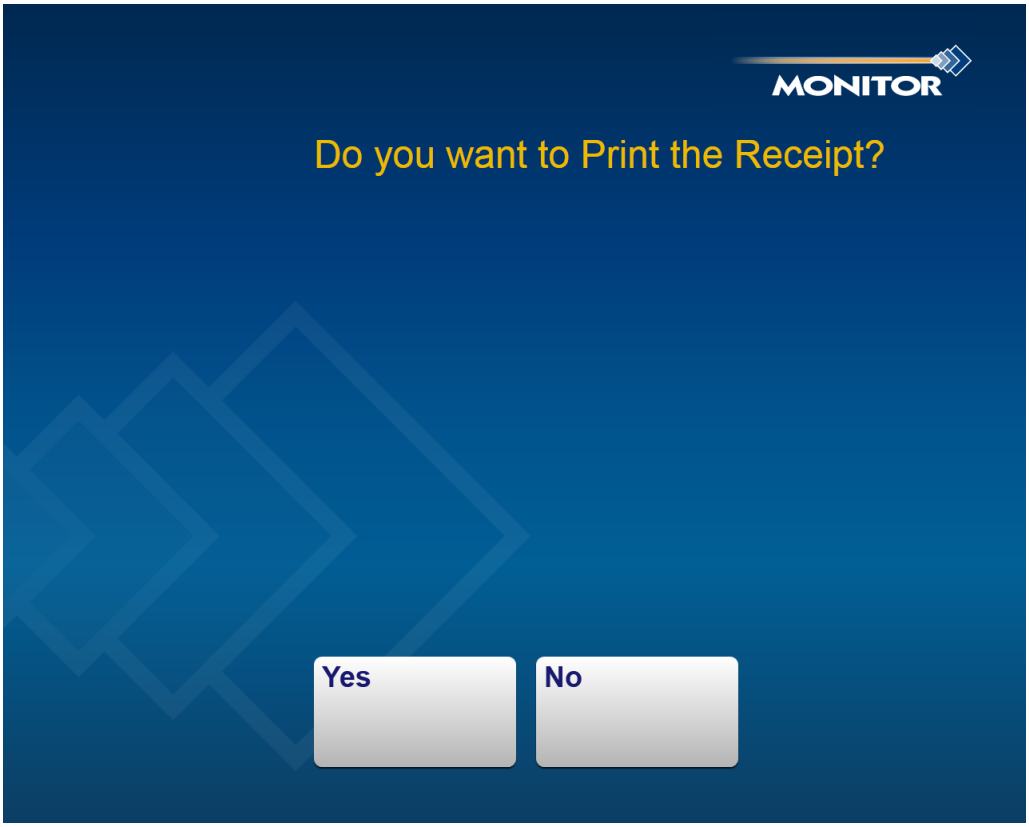
5. In the instance of an *Buy Card* transaction the screen will display the Card Value less the Value Loading Fee. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



6. In the instance of an *Buy Ticket* transaction the screen will display the cost of the Ticket. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



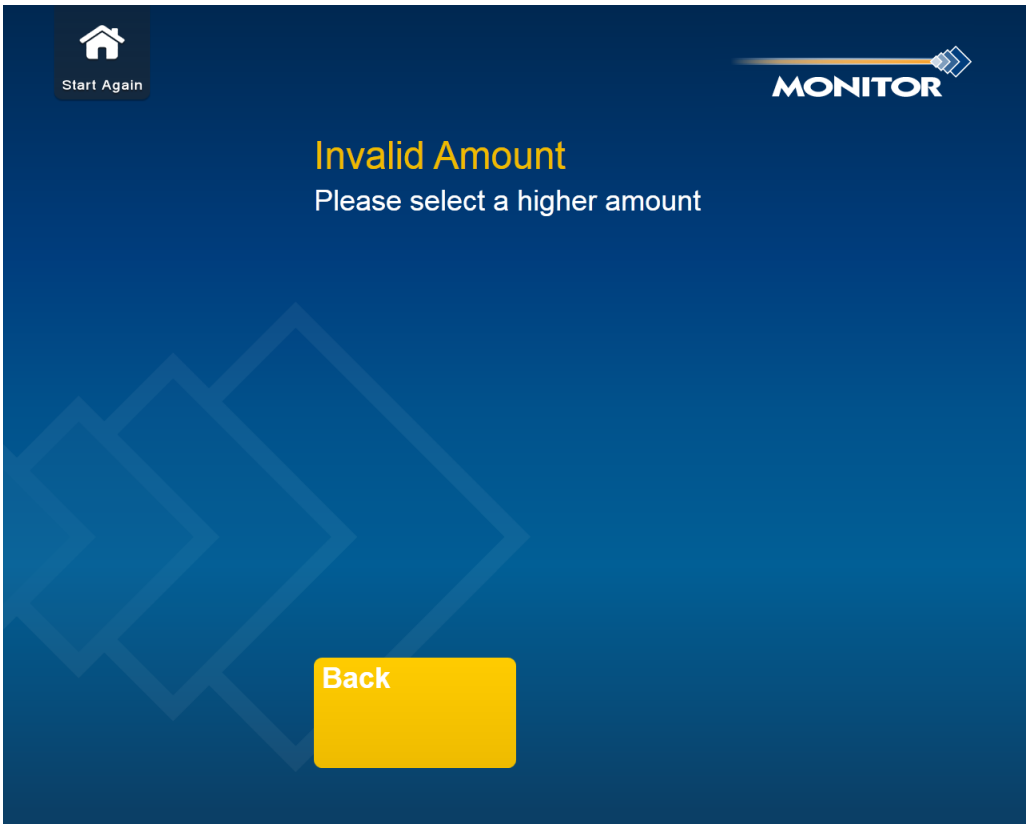
7. Express will then take the User through the processing an EFTPOS payment steps.
8. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



9. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

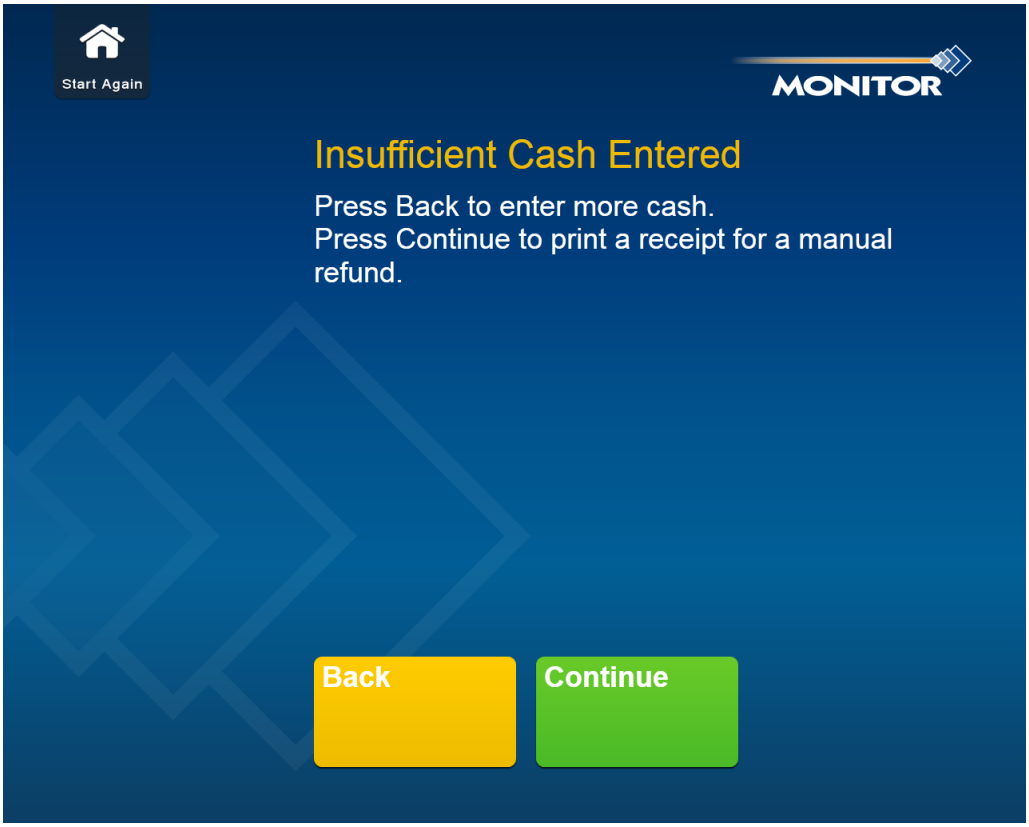
Invalid Amount

This message will appear to notify when an invalid amount is entered. This may be due the amount being under the Minimum or Maximum limited set in Configurations - Buy Card. By clicking the *Back button*, the User can re-enter another amount.



Insufficent Cash Entered

When selecting a *Buy Card* transaction the cash entered must be higher than the Minimum Limit set in Configurations - Buy Min and Max. If the cash is below the minimum the transactions can't proceed, so the User is instructed to take the receipt to an administrator for a refund.

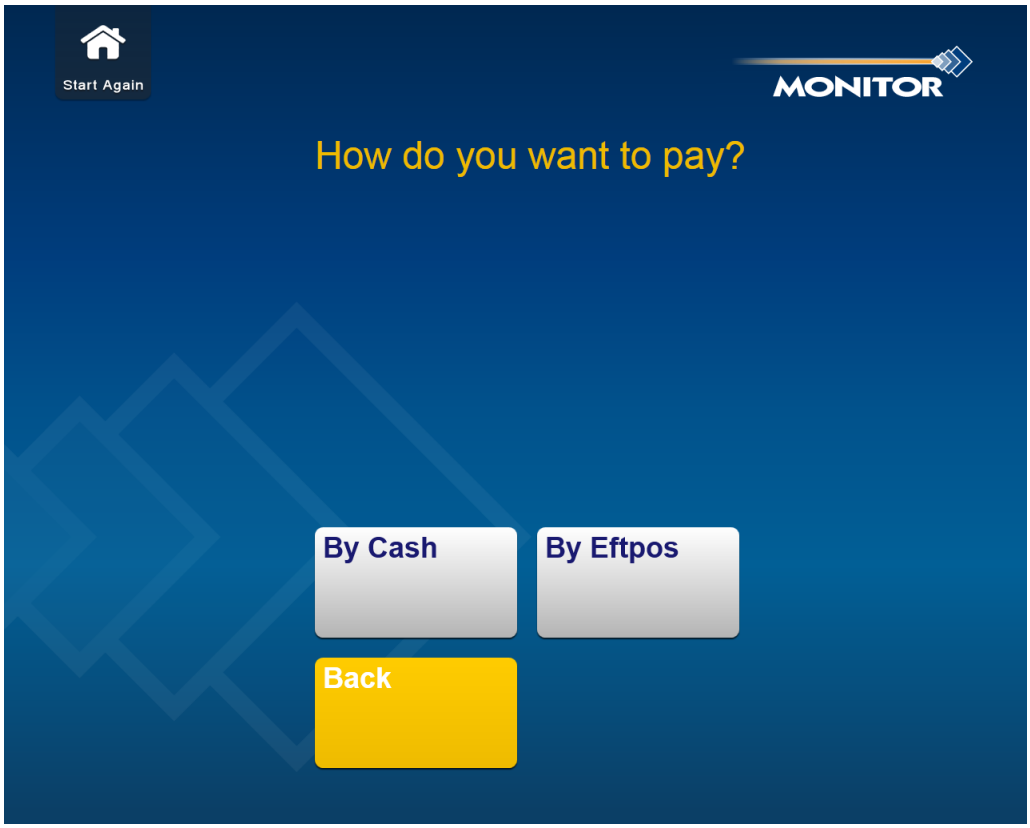

Start Again
MONITOR
Insufficient Cash Entered
Press Back to enter more cash.
Press Continue to print a receipt for a manual refund.
Back
Continue

Buy Ticket - Payment by Cash or Eftpos

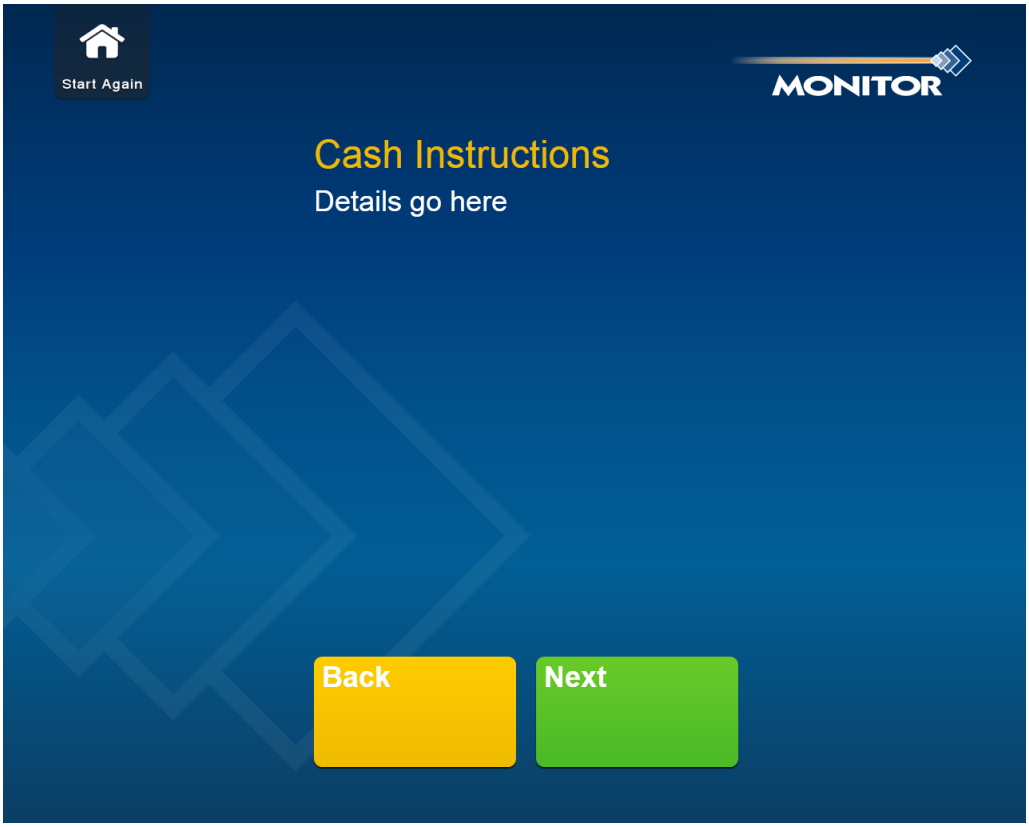
This is the step-by-step process of making a payment by Cash or Eftpos once a transaction has been selected.

By Cash

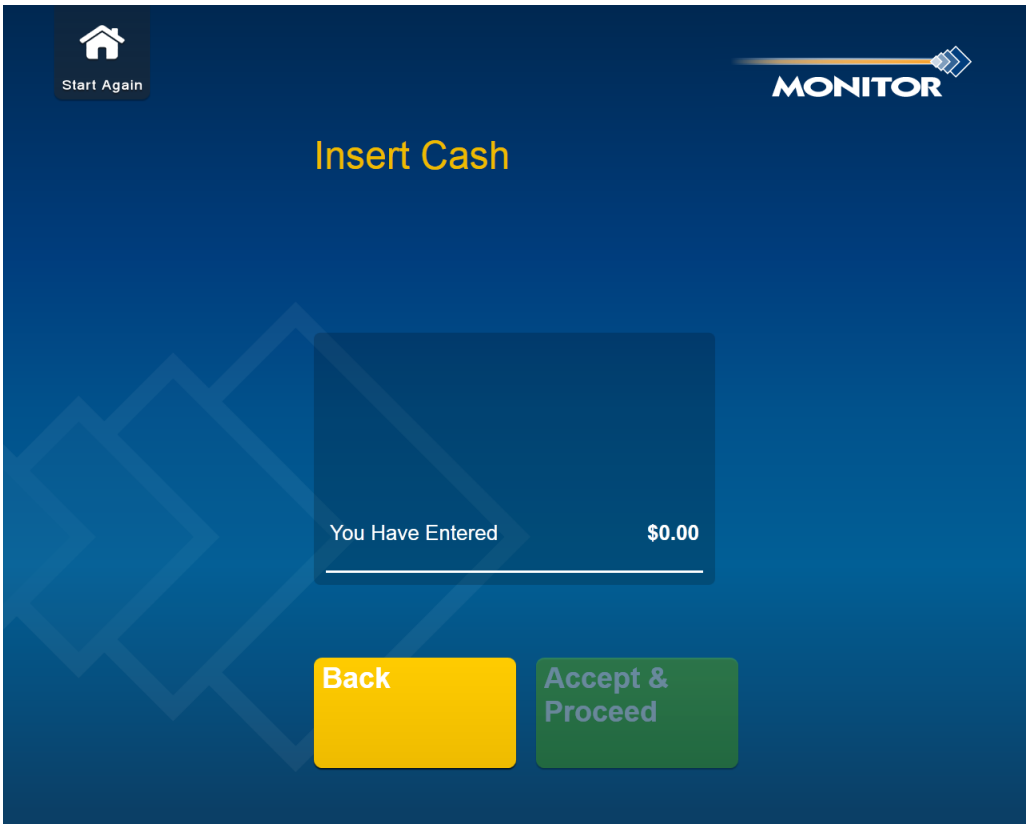
This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function is **not enabled** under Configuration - Calculator.



1. Select *By Cash* option.
2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.

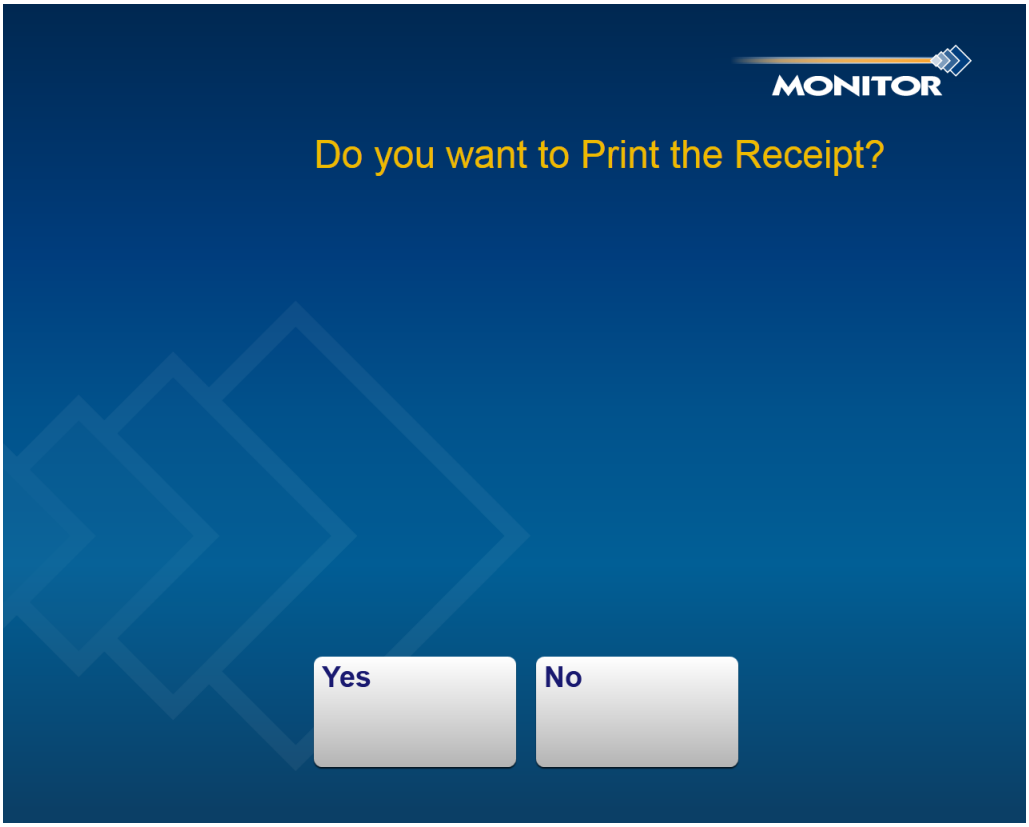


3. The user then selects *Next* to proceed or *Back* to go back a step
4. The following screen appears and the value on the *You have Entered* will update as the user loads their cash.



5. Once the cash has been entered and the *You Have Entered* balance reflects the same amount entered, the user selects *Accept & Proceed* to continue.

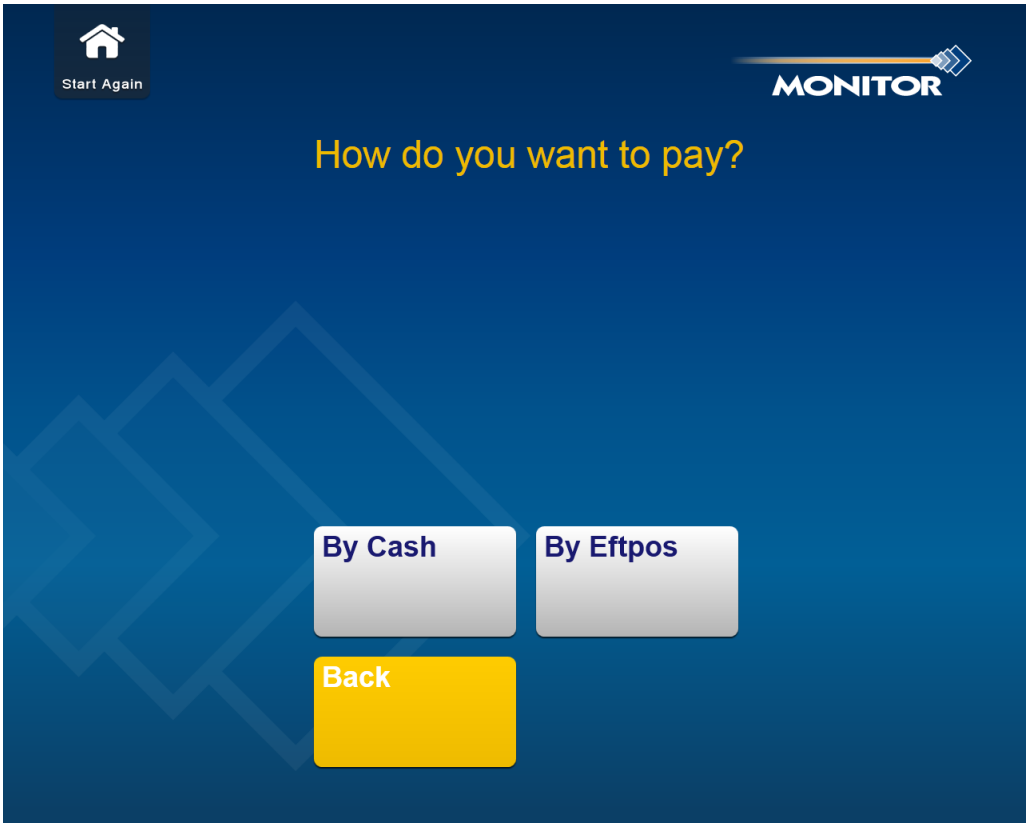
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

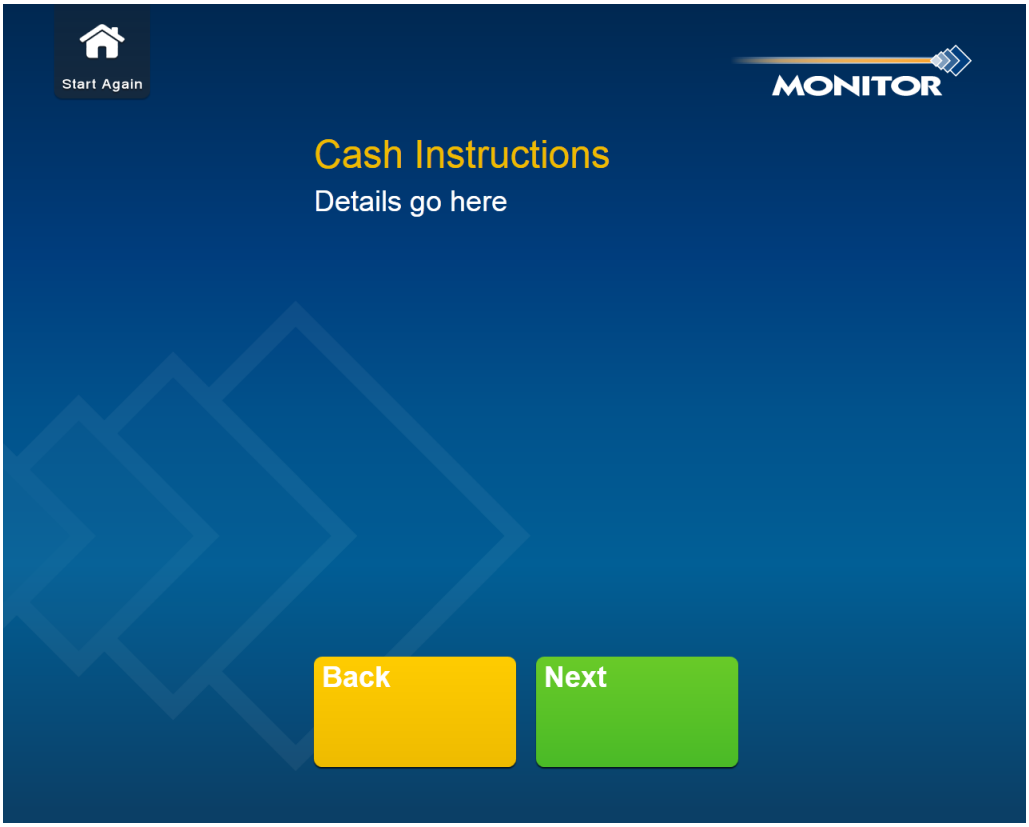
By Cash with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By Cash* and the Calculator function **is enabled** under Configuration - Calculator.



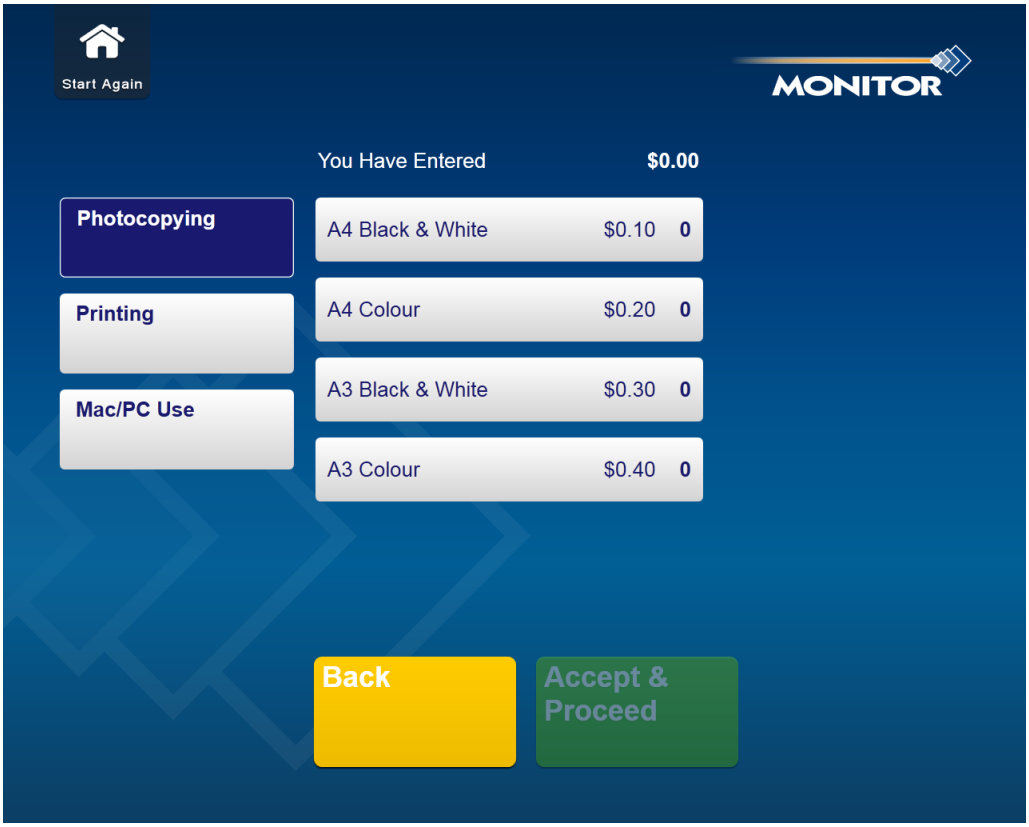
1. Select *By Cash* option.

2. This message is customisable through Configuration - Appearances where the instructions for how to load cash and coins can inputted reflecting the specific cash or note acceptor hardware devices installed.



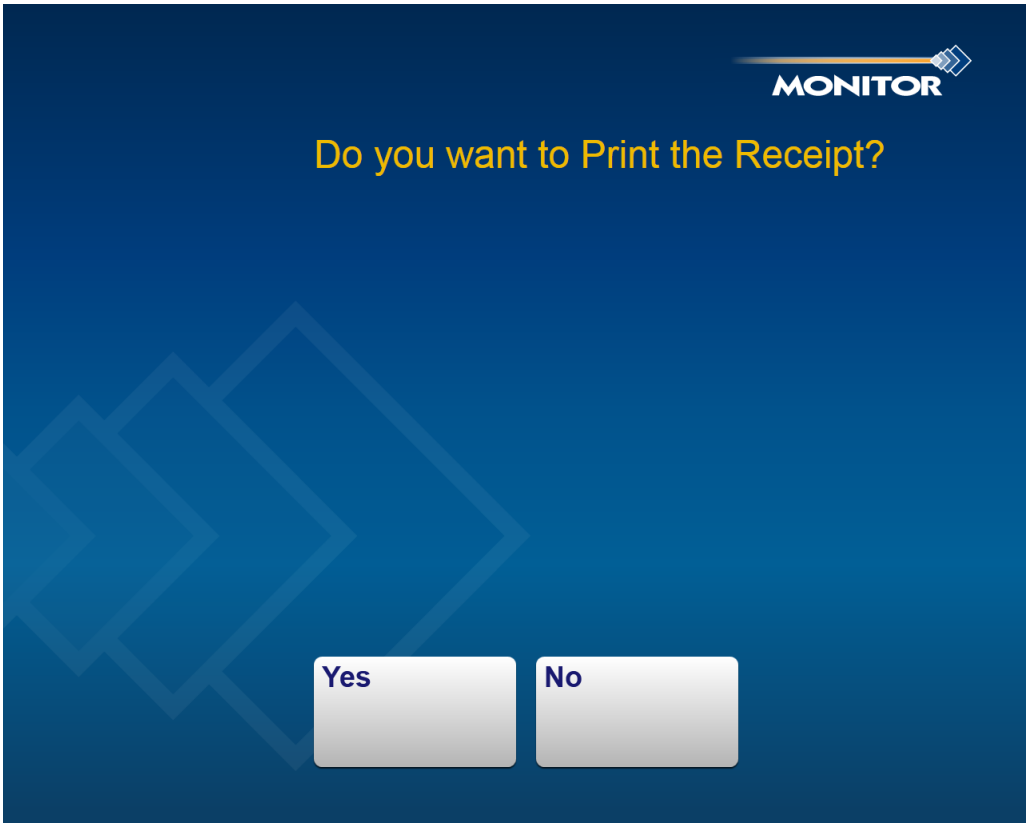
3. The user then selects *Next* to proceed or *Back* to go back a step

4. The following screen will then show the amount *You Have Entered,* the account holder's Ticket Balance. The screen also displays the possible number of transactions available based on the balance on the ticket.



5. Once the User is satisfied with the amount up-loaded and that amount appears under *You Have Entered*, then the User can select *Accept & Proceed* to continue with the process.

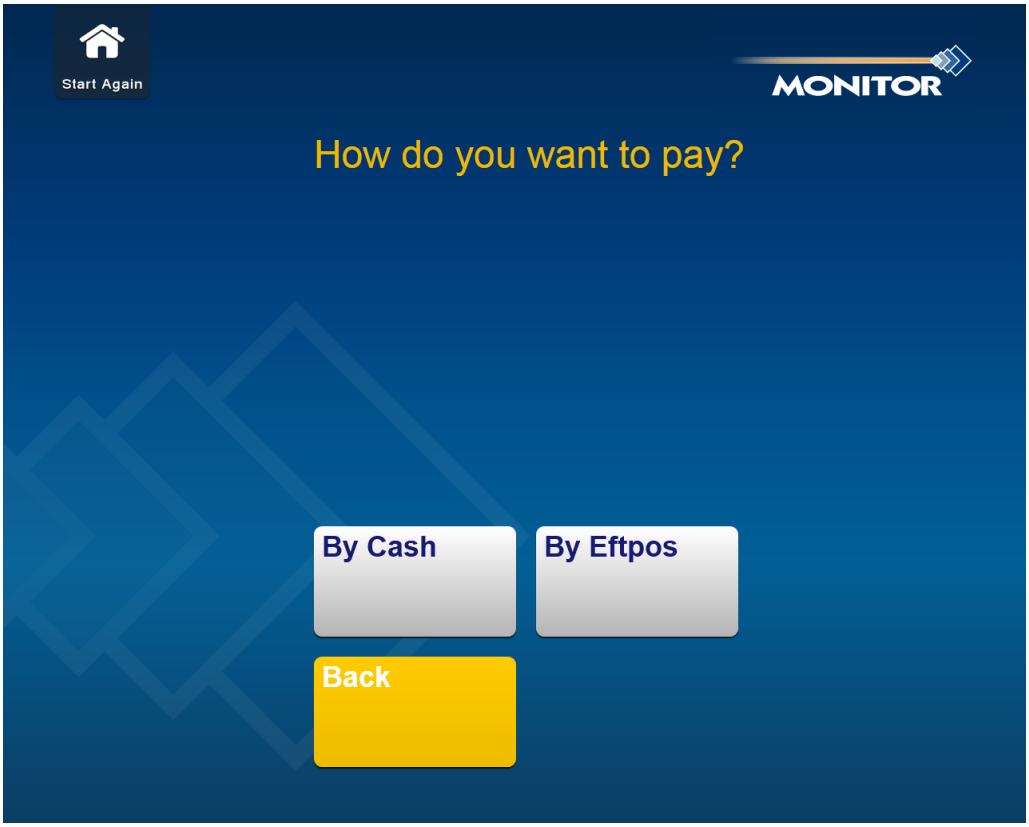
6. This next screen is optional and will only appear if enabled under Configuration - Prompt to Print Receipt. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



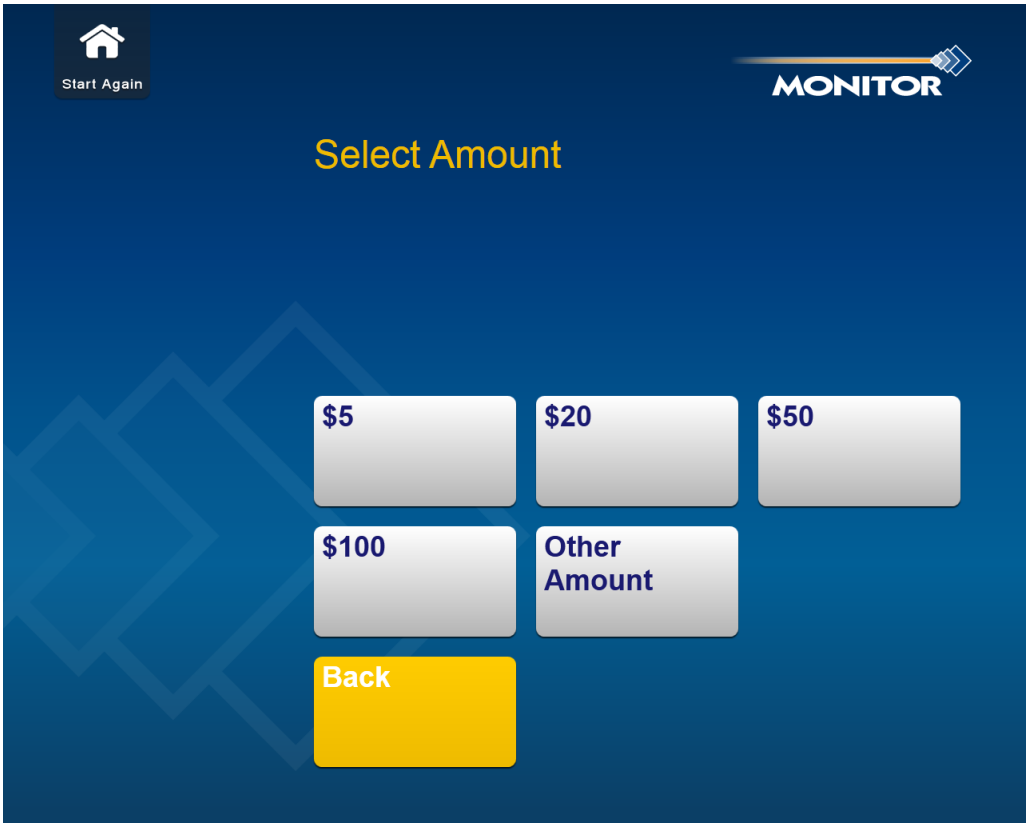
7. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

By Eftpos

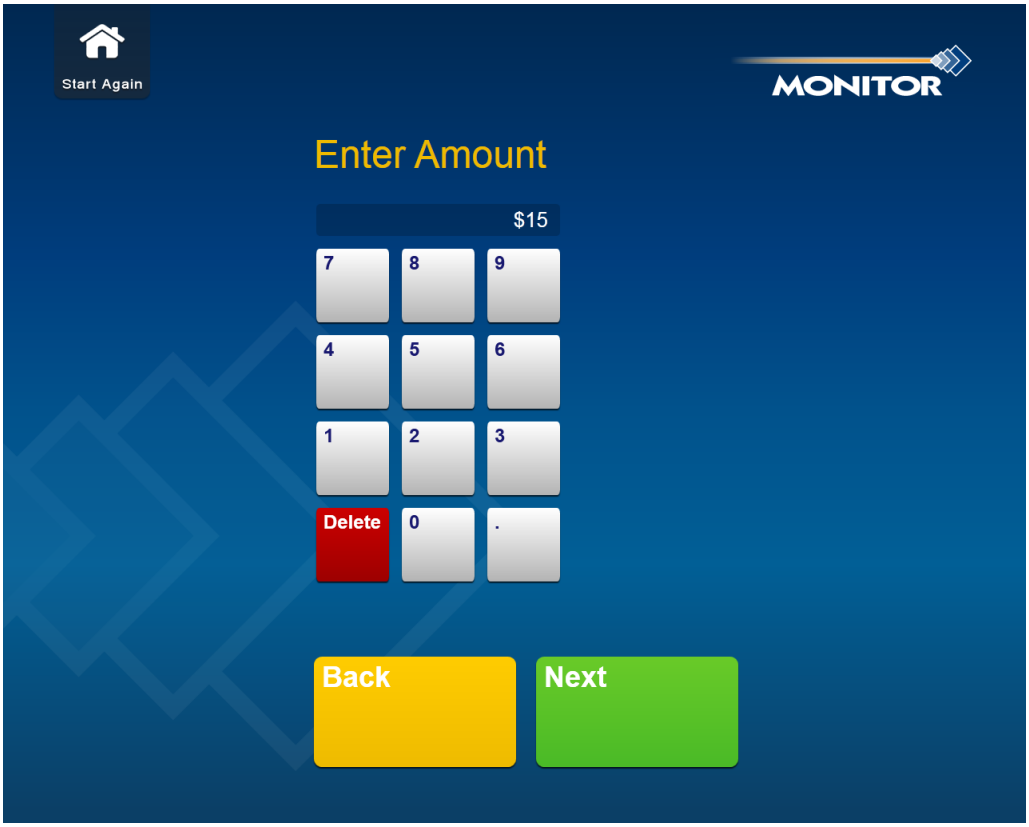
This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function is **not enabled** under Configuration - Calculator.



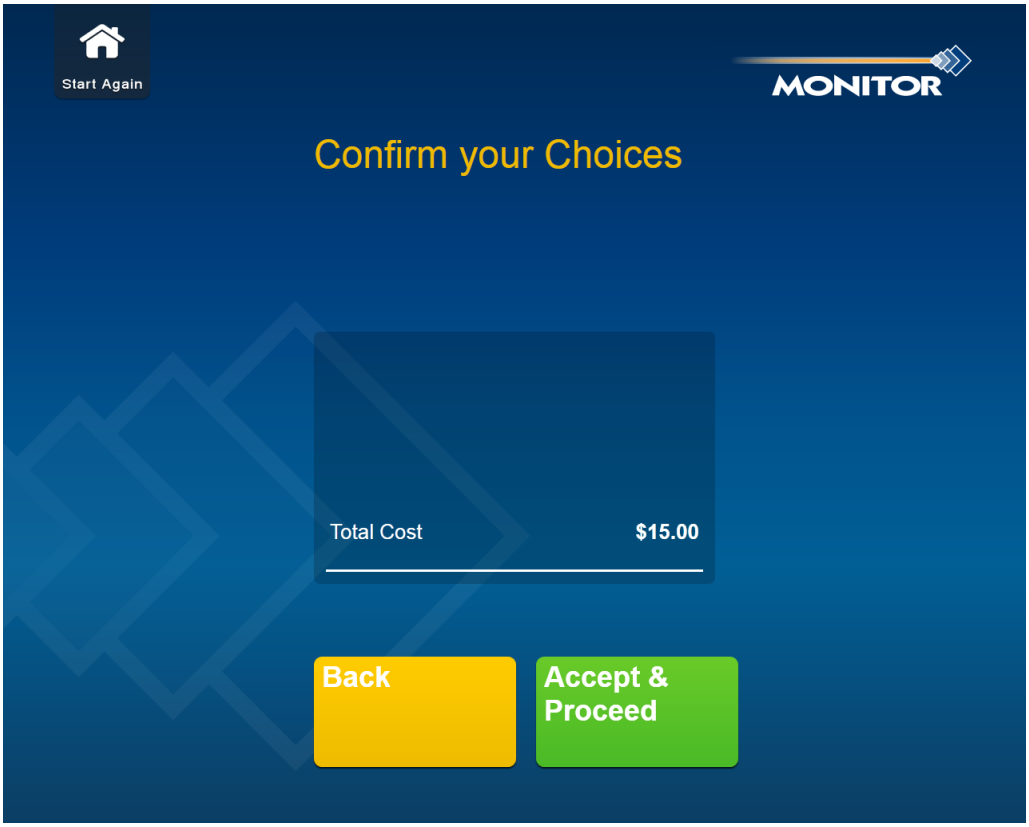
1. Select *By EFTPOS* option.



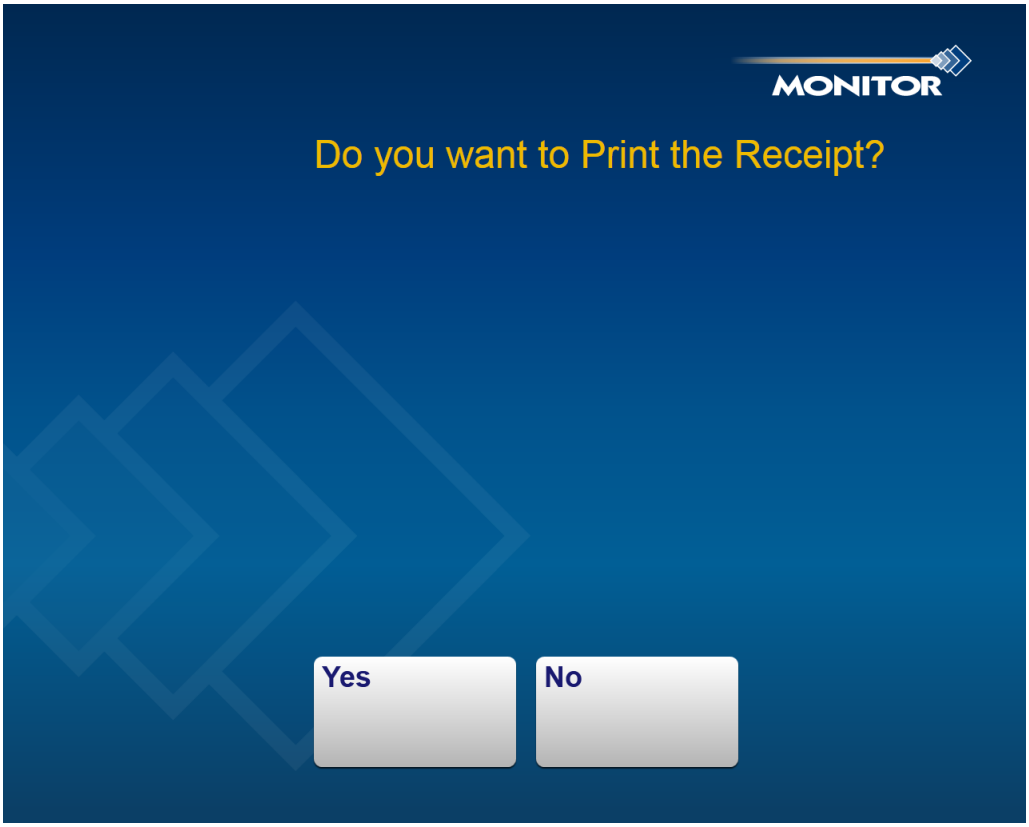
2. The User can select a preset amount or select *Other Amount*. If *Other Amount* is selected the following keypad screen is displayed and the User can enter a specific amount and press *Next* or *Back* to return to the preset amount screen.



3. Express will display the chosen Ticket Value. To confirm the transaction amount press *Next* to proceed or *Back* to return to the preset amount screen.



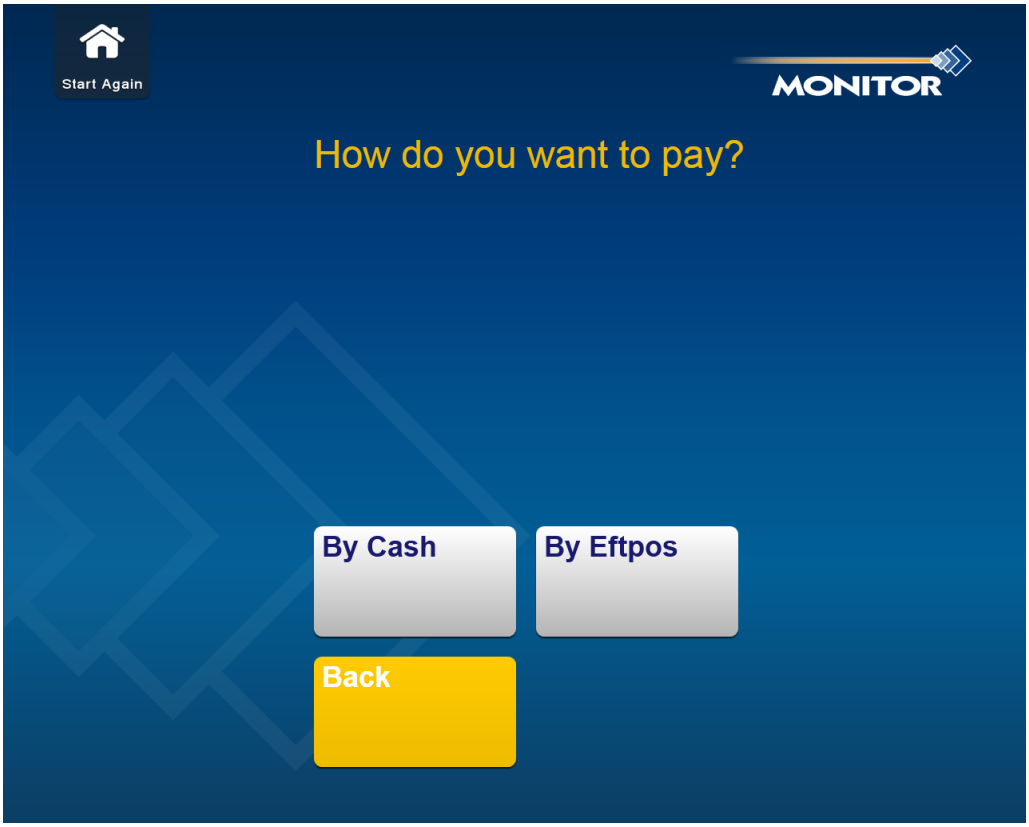
4. Express will then take the User through the processing an EFTPOS payment steps .
5. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



6. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

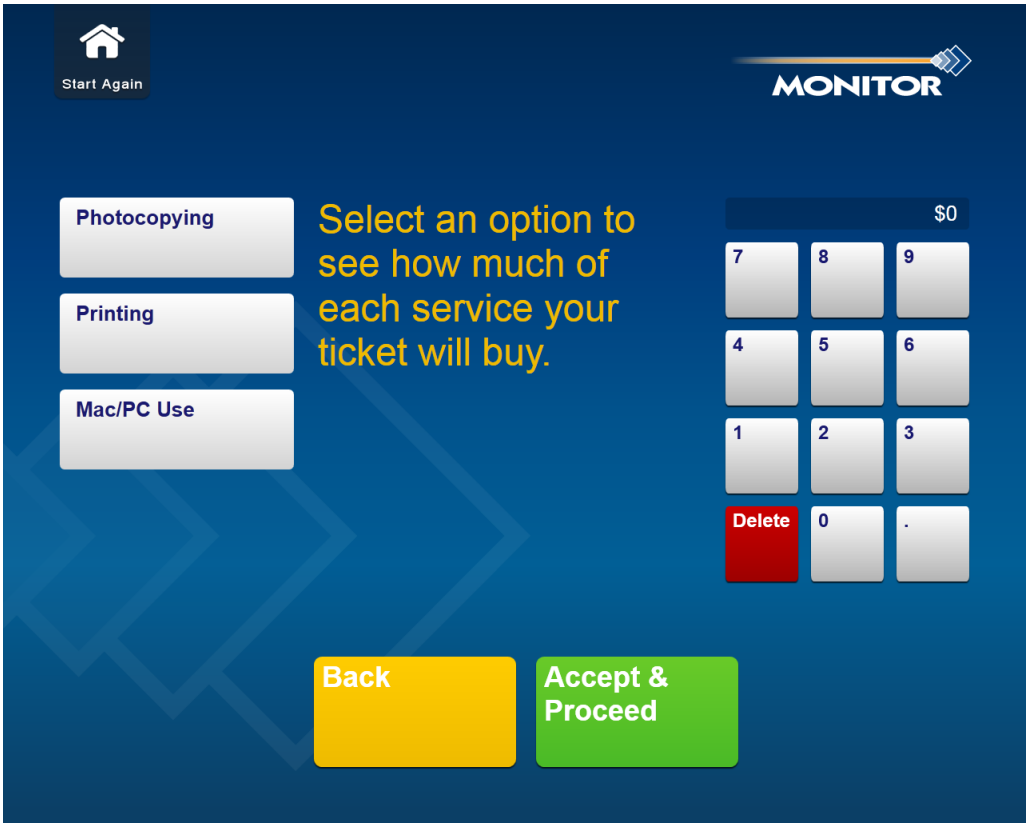
By Eftpos with Calculator

This is the step-by-step process that a user will walk through if selecting payment *By EFTPOS* and the Calculator function **is enabled** under Configuration - Calculator.

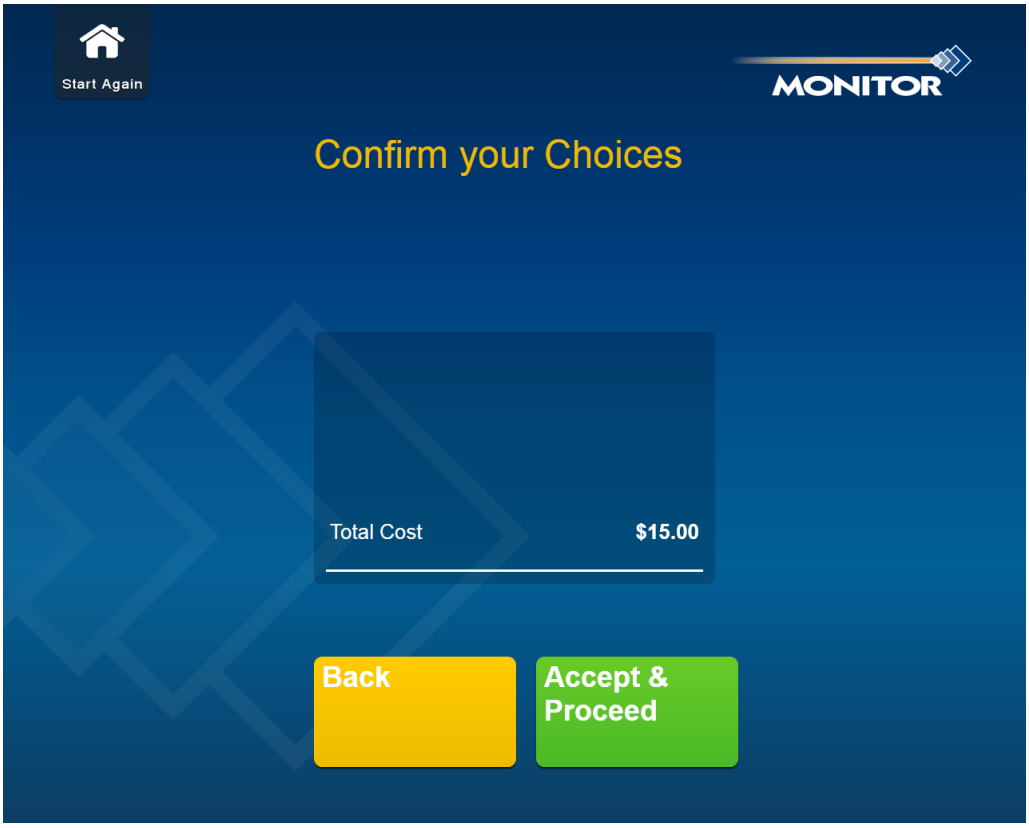


1. Select *By EFTPOS* option.

2. Using the keypad, the User enters their desired Ticket value. The screen then displays the Ticket Value. It also display's the possible number of transactions available based on the Ticket Value entered. These services listed and service pricing can be customised under Configurations - Calculator.

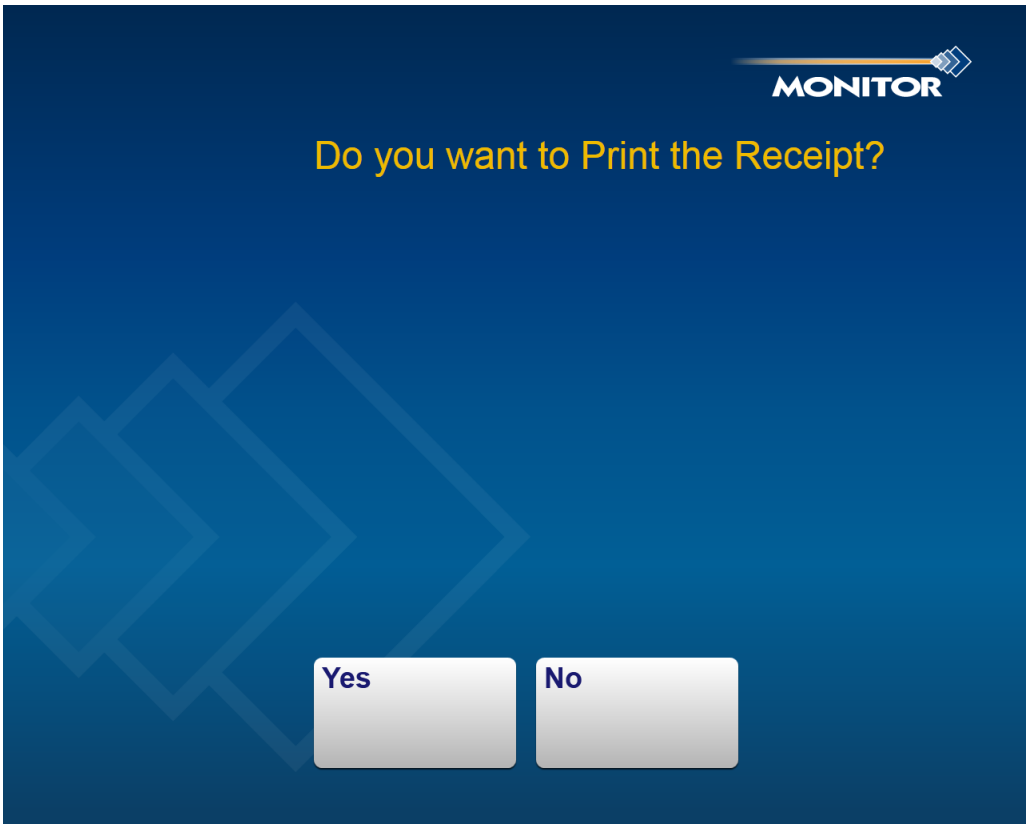


3. Express will display the chosen Ticket Value. To confirm the transaction amount press *Accept & Proceed* or *Back* to return to the previous screen.



4. Express will then take the User through the processing an EFTPOS payment steps .

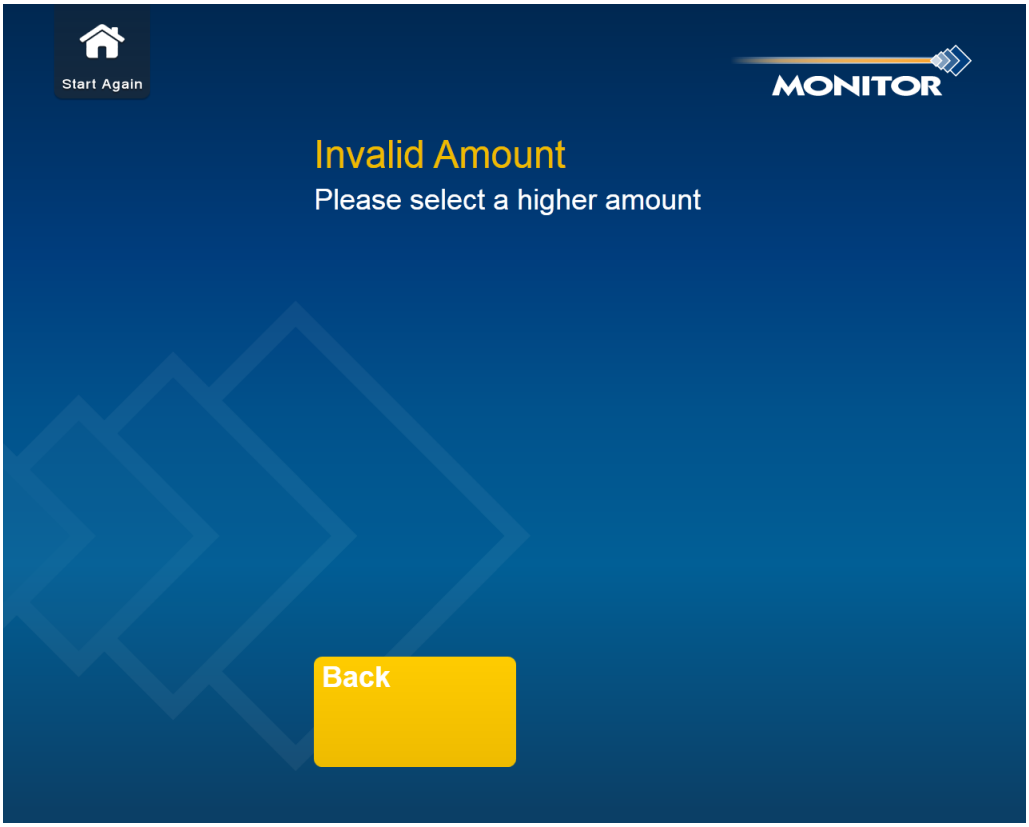
5. Once the EFTPOS payment has been successfully processed, if enabled under Configuration - Prompt to Print Receipt the following prompt will apear. If *Yes* is selected, the receipt is printed. If *No* is selected a receipt is not generated.



6. The application will then confirm that the Supervisor Transaction has been successfully completed before re-directing the user to the Main page.

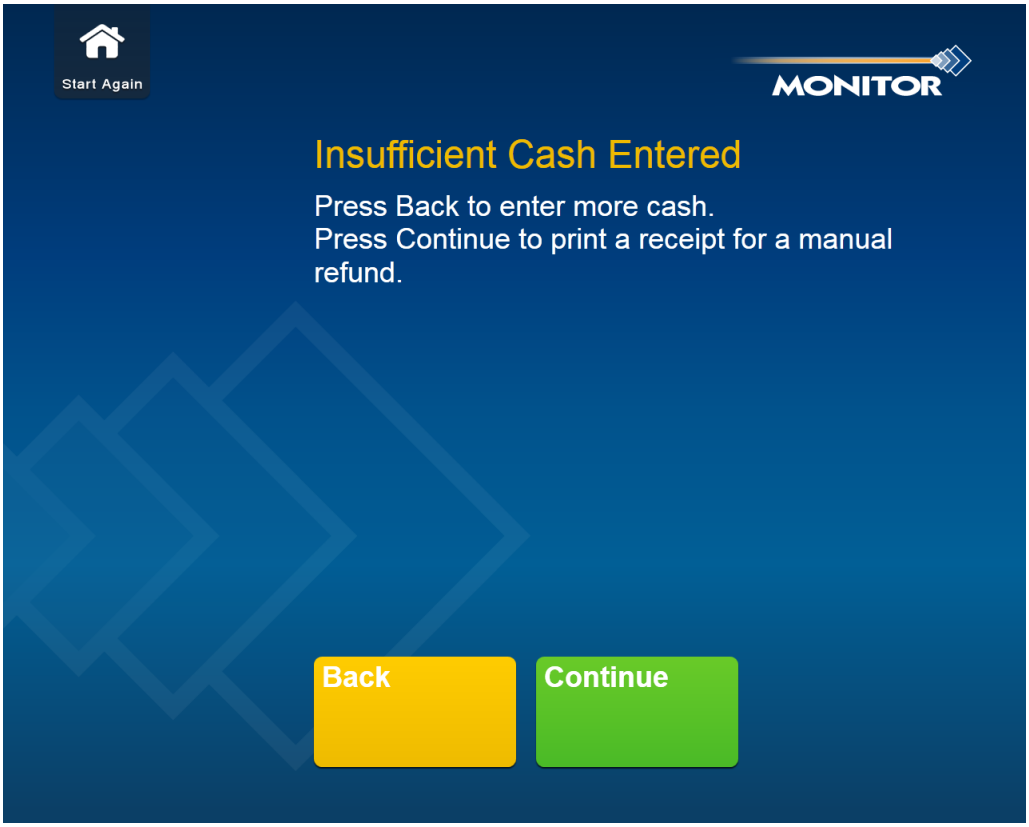
Invalid Amount

This message will appear to notify when an invalid amount is entered. This may be due the amount being under the Minimum or Maximum limited set in Configurations - Buy Card. By clicking the *Back button*, the User can re-enter another amount.



Insufficent Cash Entered

When selecting a *Buy Card* transaction the cash entered must be higher than the Minimum Limit set in Configurations - Buy Min and Max. If the cash is below the minimum the transactions can't proceed, so the User is instructed to take the receipt to an administrator for a refund.


Start Again
MONITOR
Insufficient Cash Entered
Press Back to enter more cash.
Press Continue to print a receipt for a manual refund.
Back
Continue

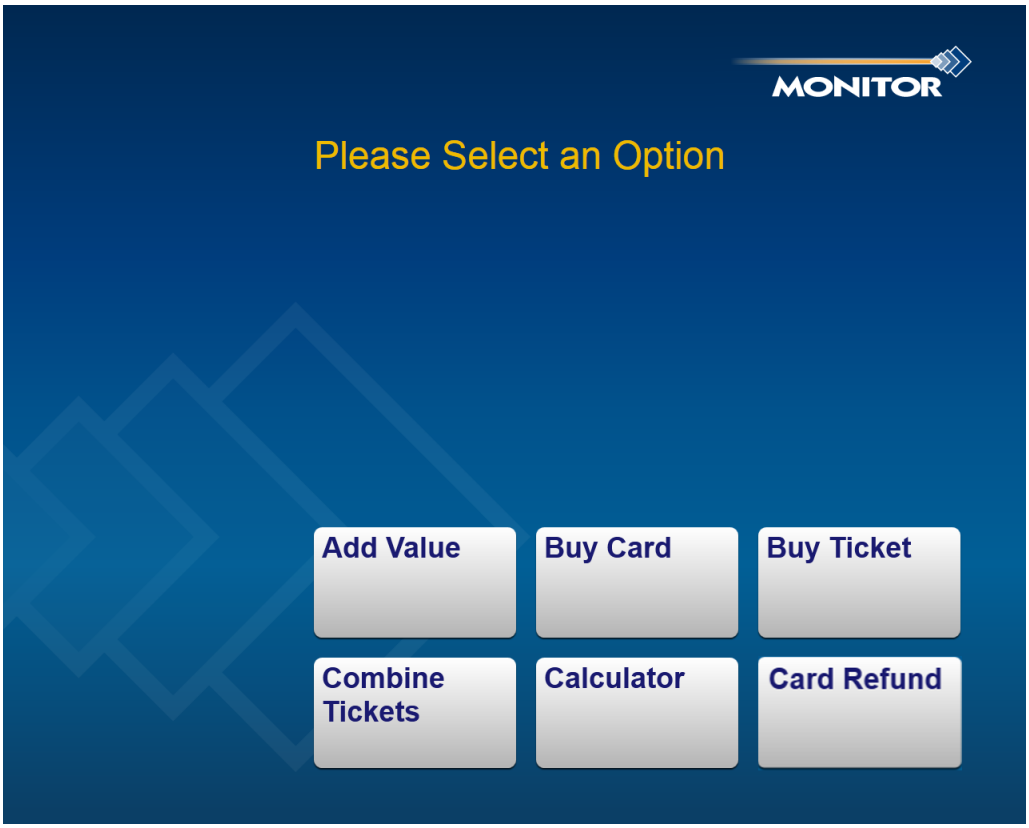
Card Refunds

Depending on how your site is configured, either automatic refunds (Where the money is credited back to your bank account or credit card immediately) or manual refunds (Where an administrator processes your request) may be possible.

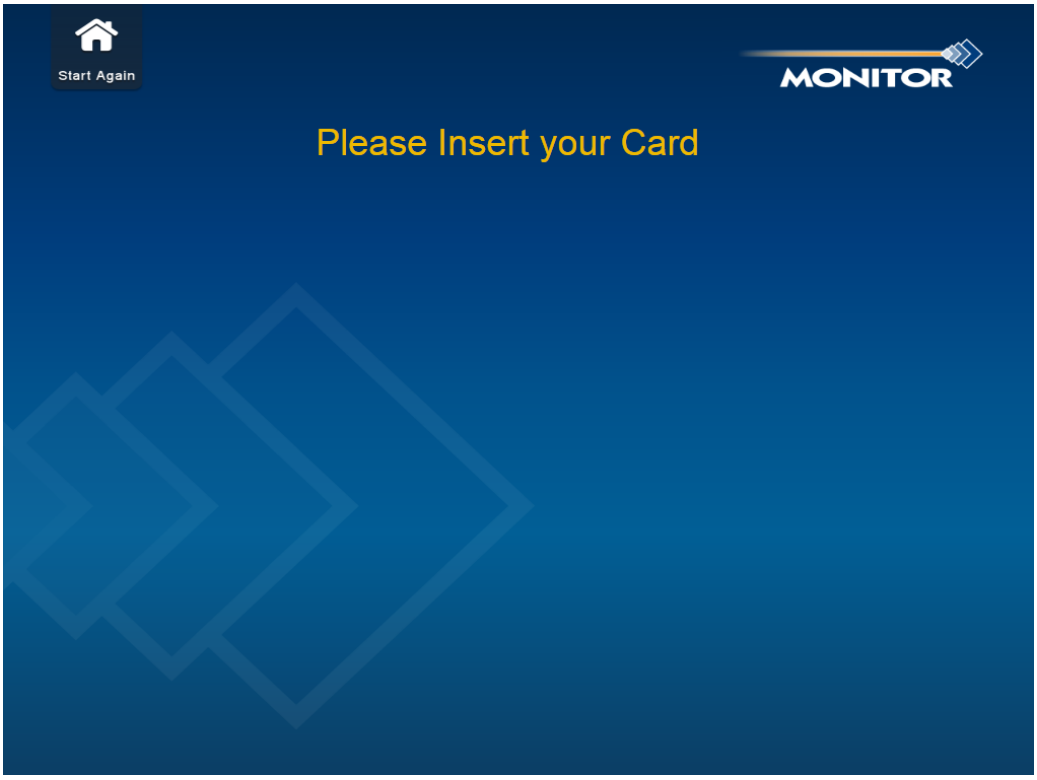
Automatic Refunds

This function allows you to have the remaining credit on your Supervisor Net account refunded back to you immediately.

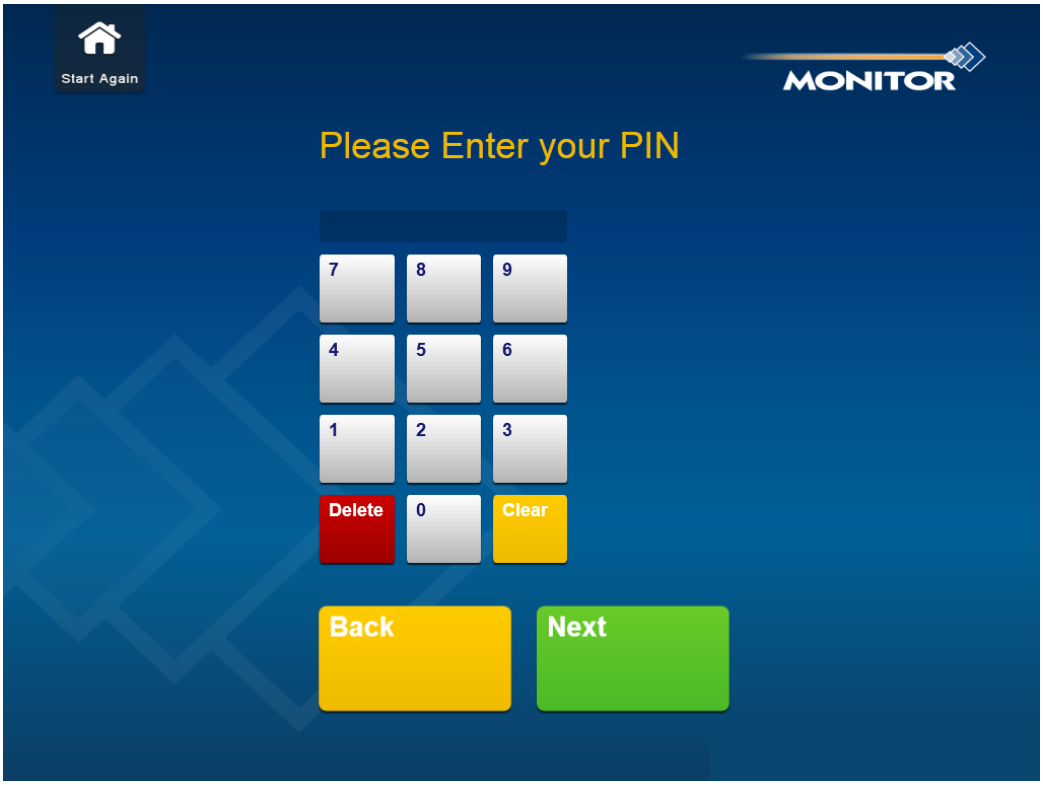
1. Select *Card Refund*.



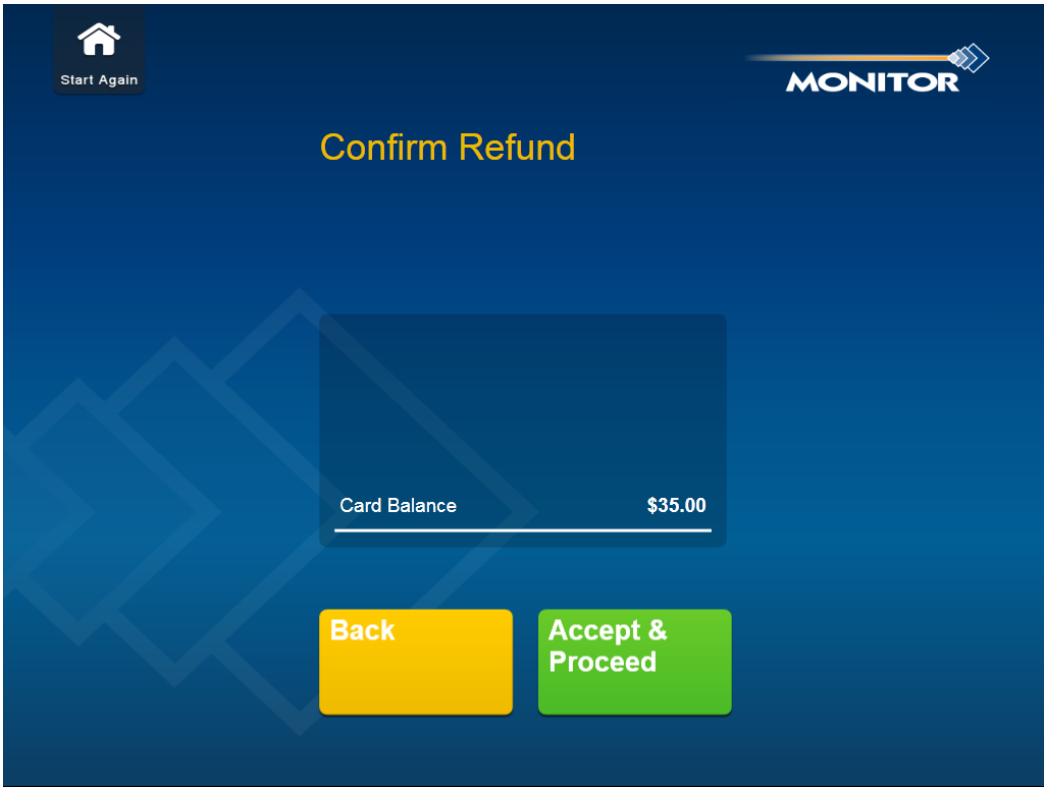
2. You will be prompted to insert your Card.



3. Enter your PIN. Then click *Next*.



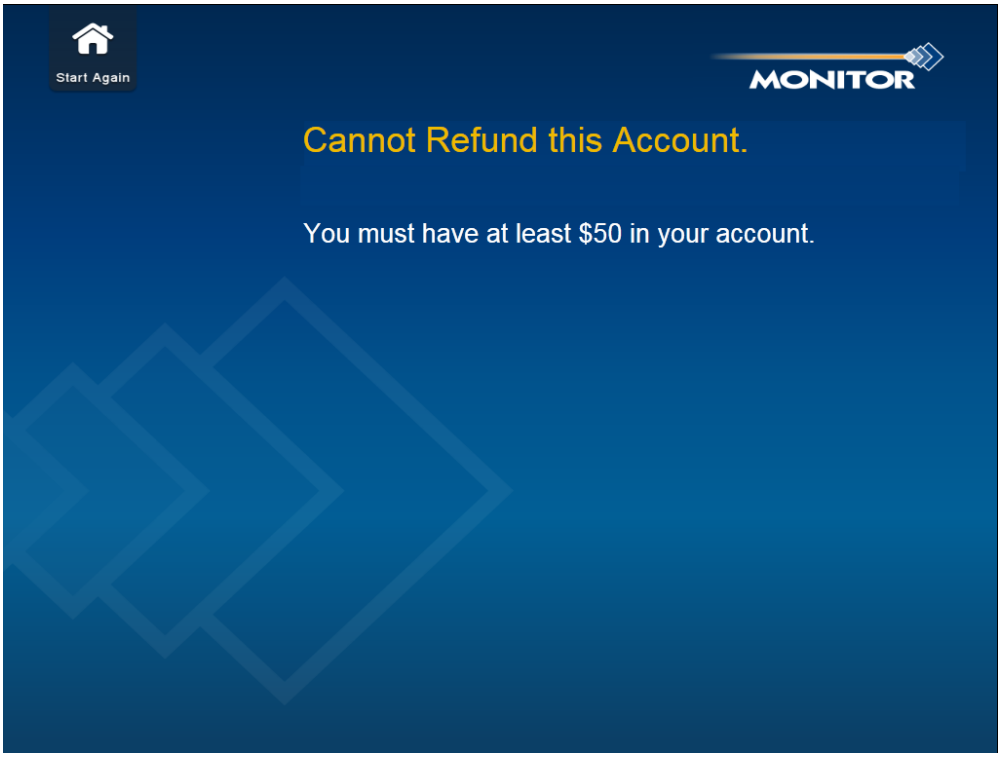
4. The following screen will prompt you to *Accept & Confirm Refund* or *Back* to cancel transaction.



5. You will then be directed to Payment Methods - where the refund is processed to either a Bank Account or a Credit Card.

Too Low Balance to Refund

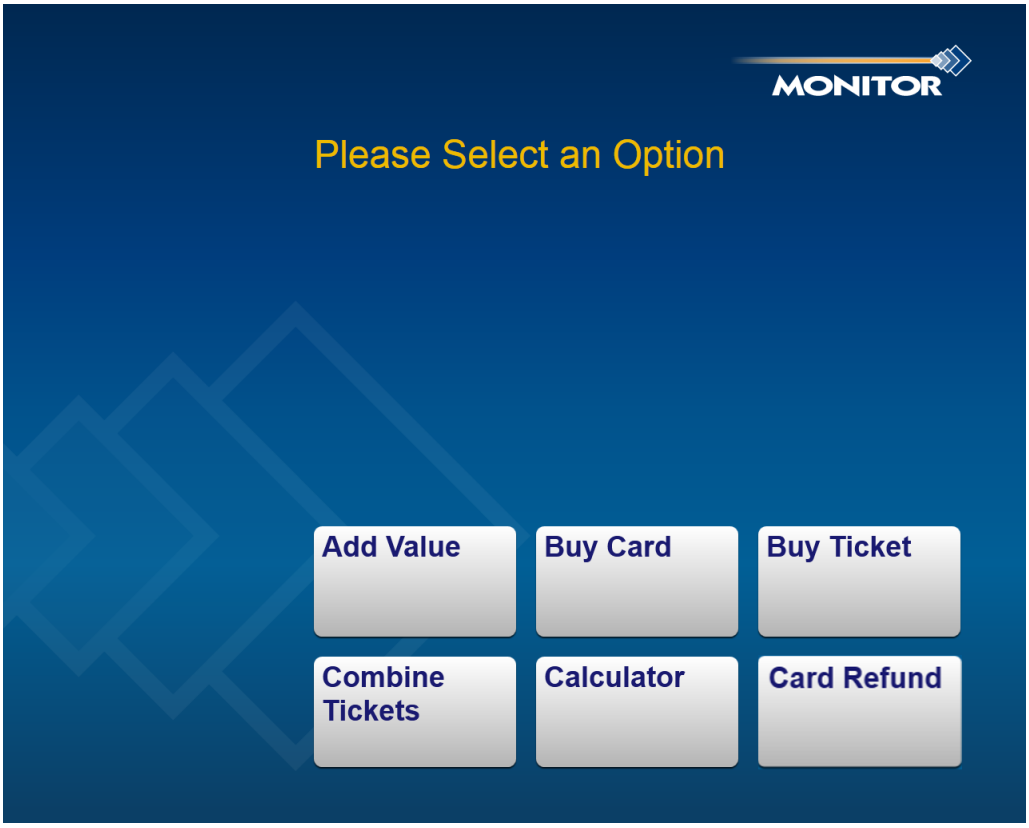
The following message will appear when the balance on your card is lower than the Minimum allowed to Refund as set by the System Administrator.


Start Again
MONITOR
Cannot Refund this Account.
You must have at least $50 in your account.

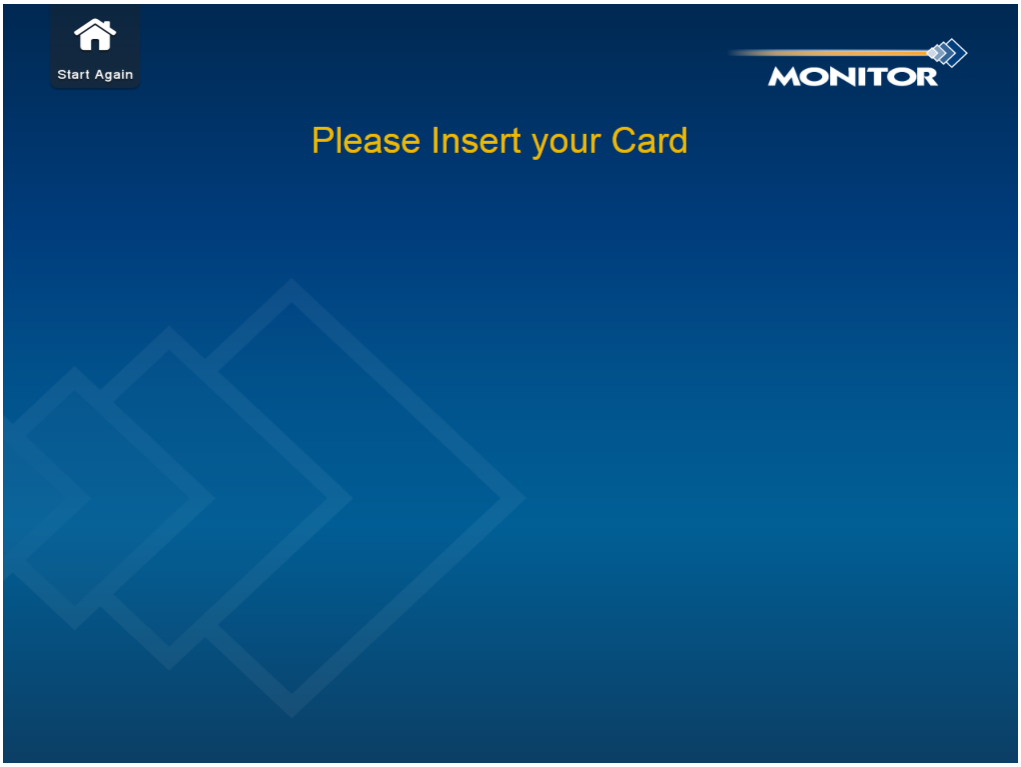
Manual Refunds

Manual refunds are processed by an administrator and may be directly credited to a bank account of your choosing, or a cheque may be posted to you.

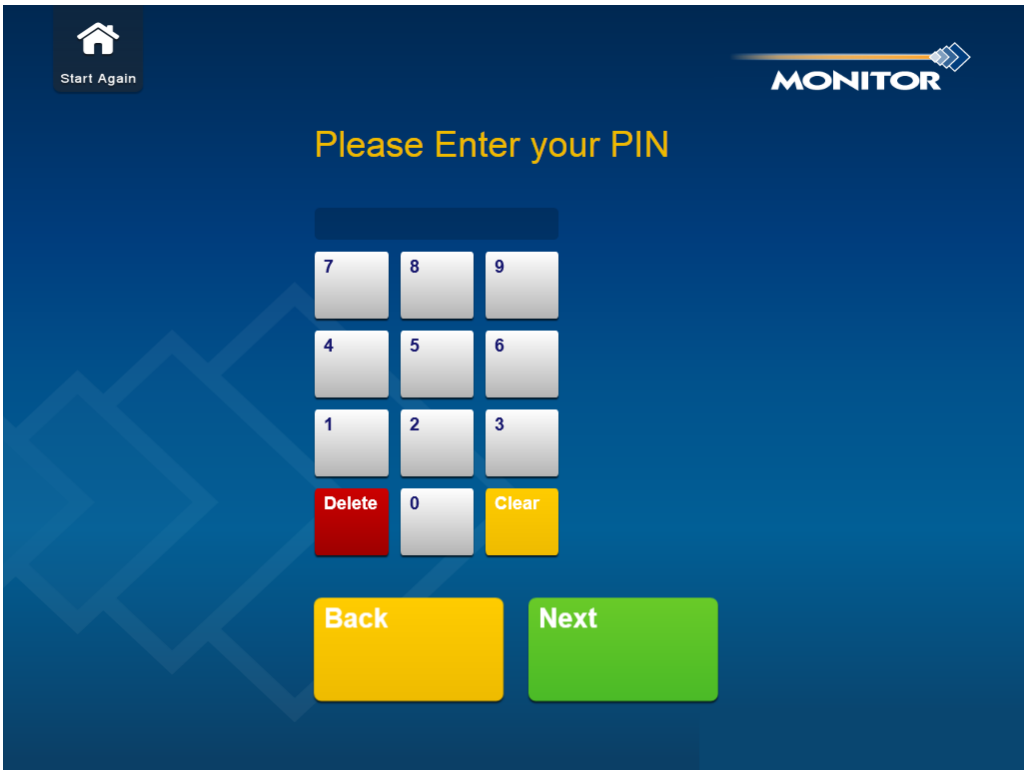
1. Click *Card Refund*



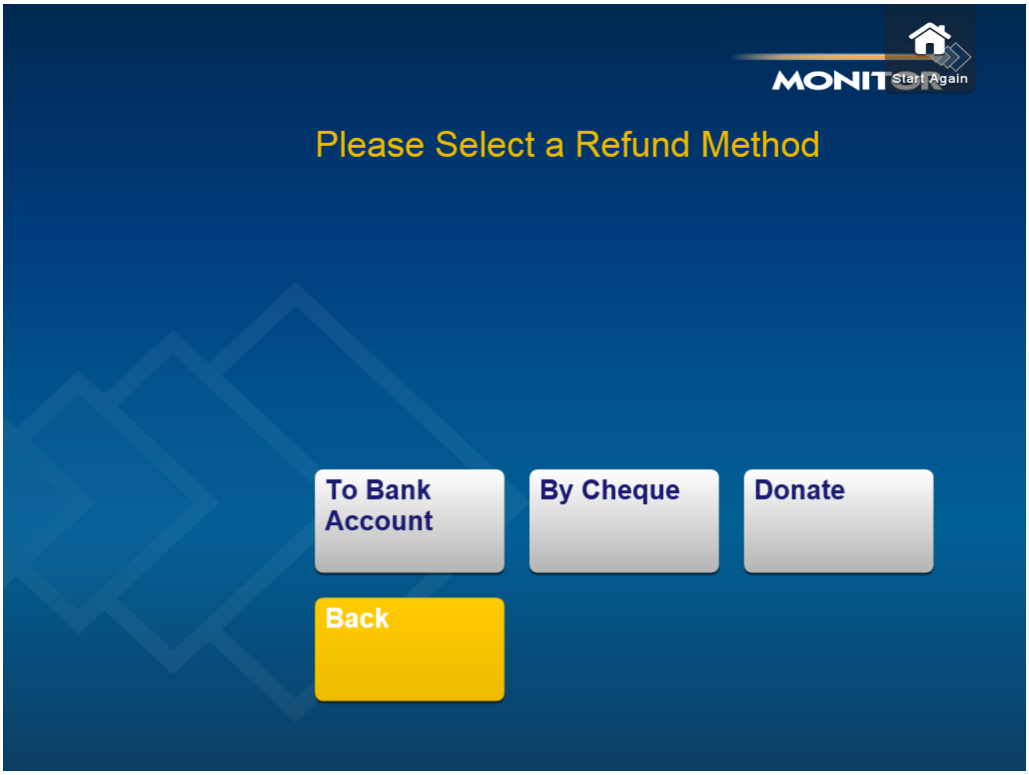
2. Swipe your card at the prompt, or insert it into the motorised card acceptor, if one of these is fitted.



3. Enter your PIN



4. Choose the refund method, or make a donation.

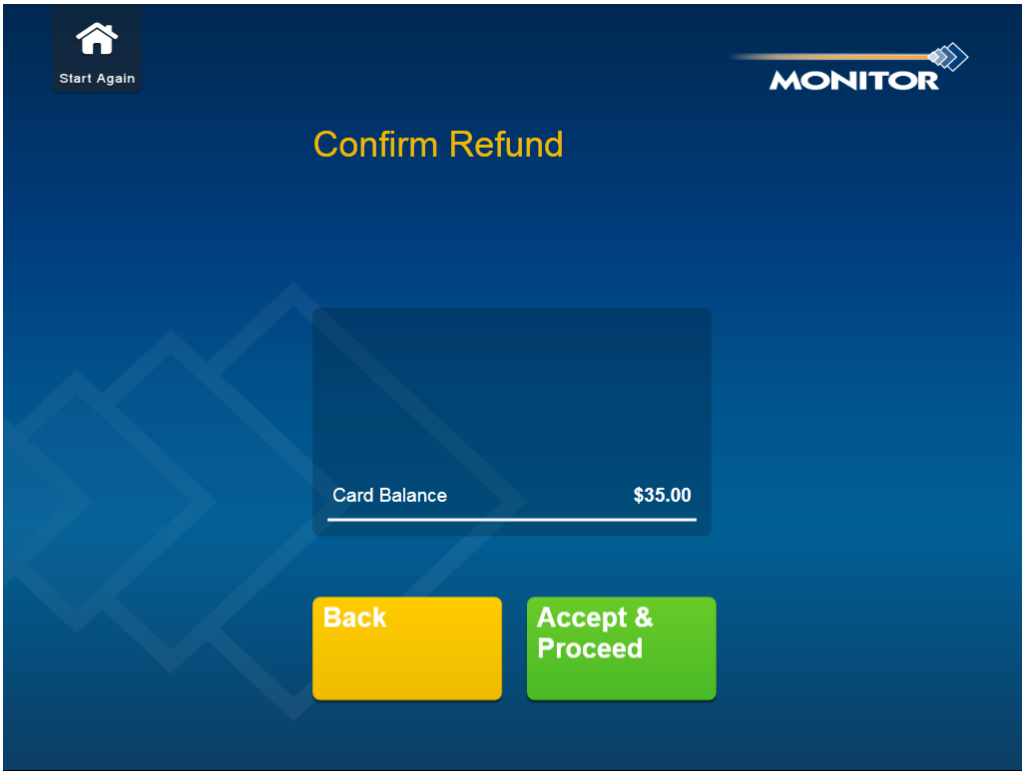


Refund to Bank Account

1. Enter your account name and contact phone number.

2. Enter your bank account number. This screen will alter depending on what the requirements are in your area.

3. Confirm the refund.

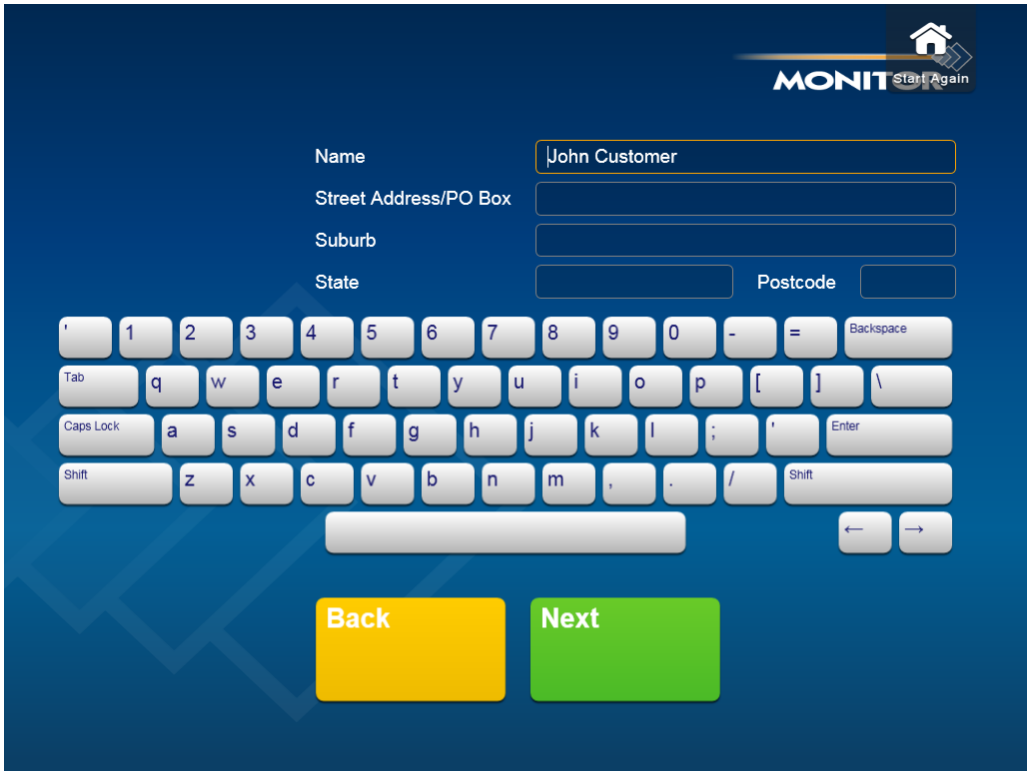


Your request is then processed by an administrator and will be directly credited to your account within a few days.

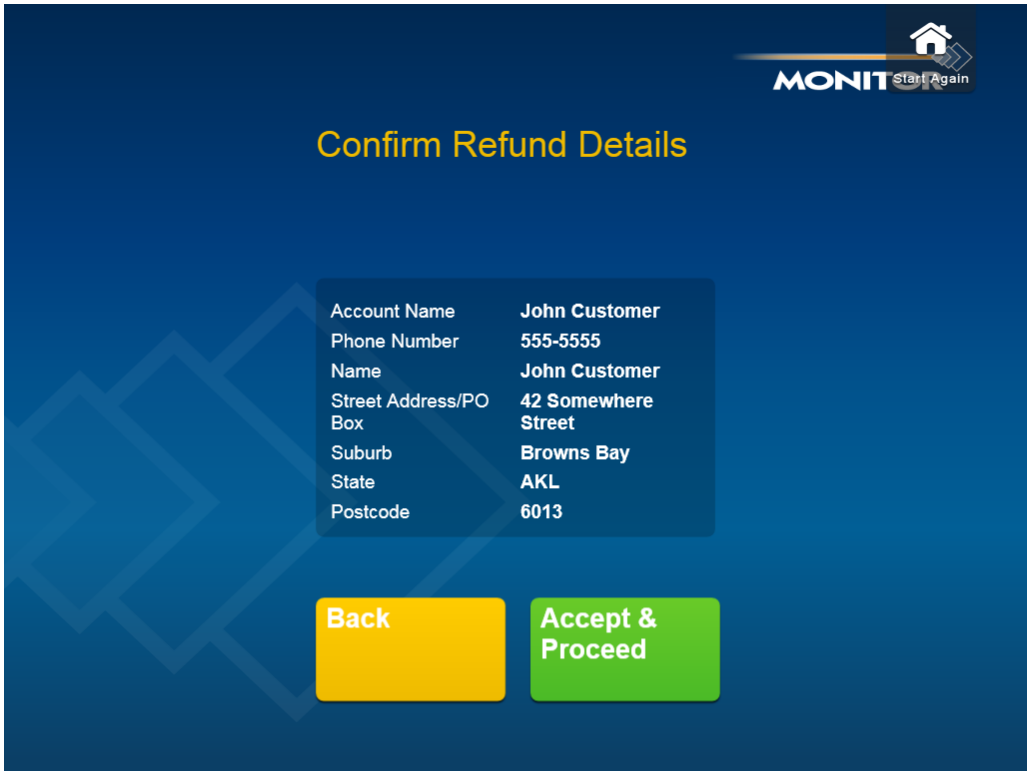
Refund by Cheque

1. Enter your account name and contact phone number.

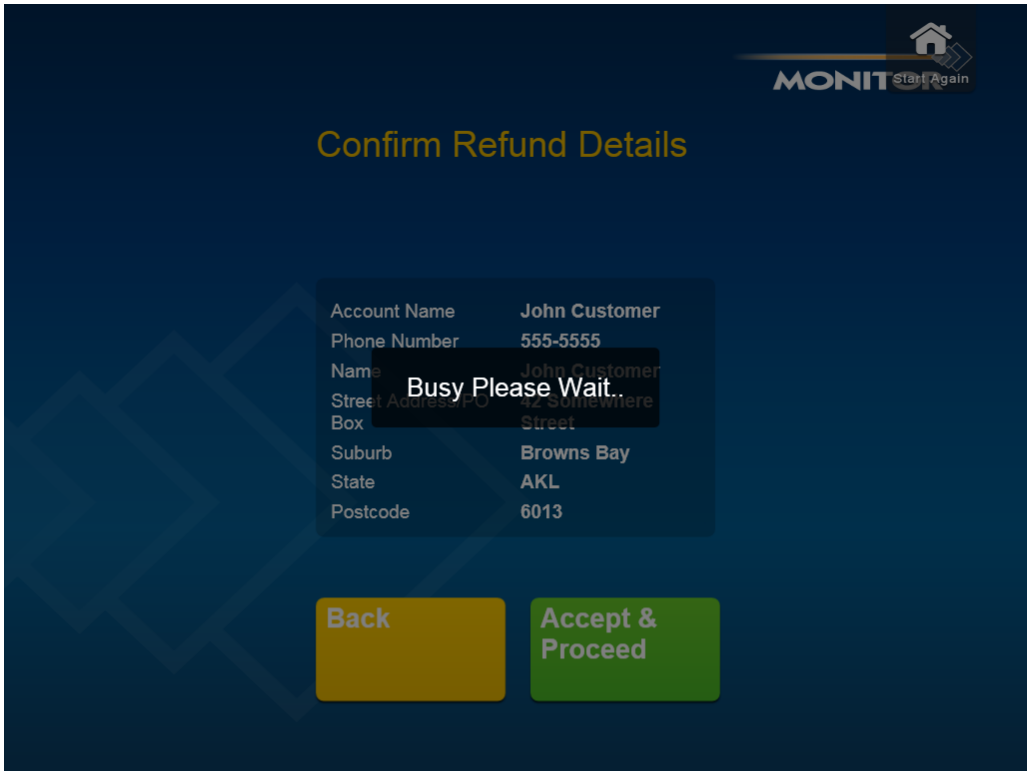
2. Enter your postal details. This is where the cheque will be mailed.



3. Check that your details are correct and then click *Accept & Proceed.*



4. Your request is processed and sent to an administrator, who will mail the cheque to you.



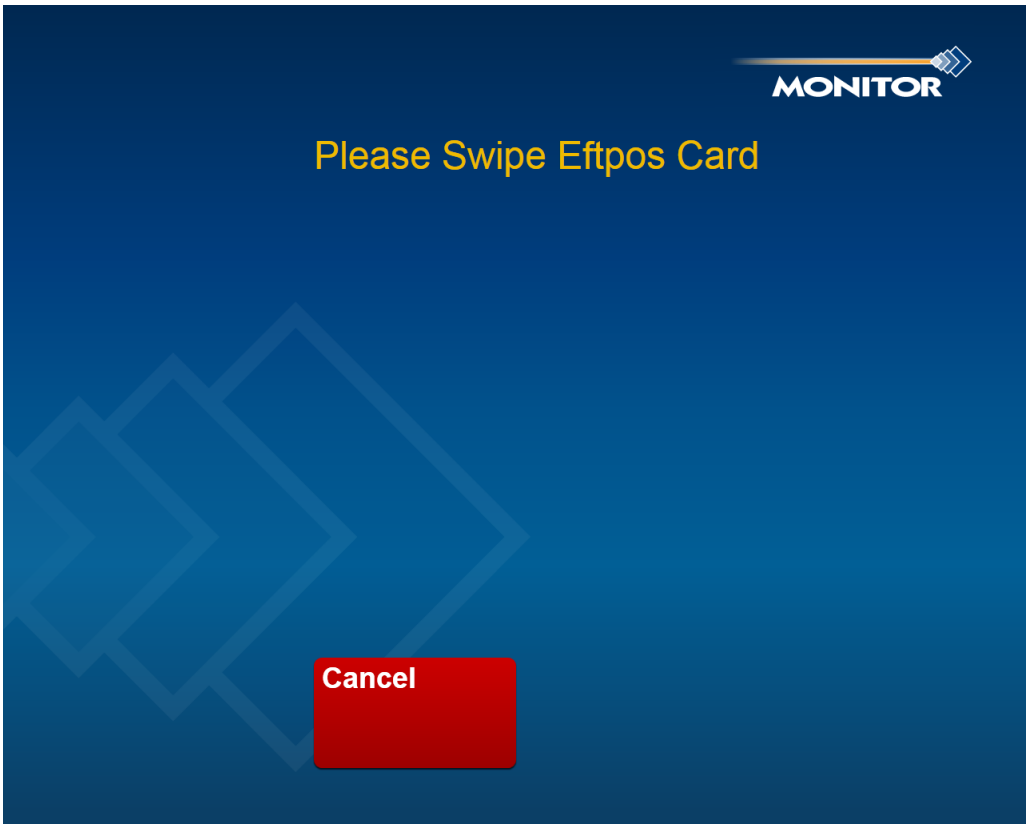
Make a donation

1. A message of appreciation is displayed while your donation is being processed

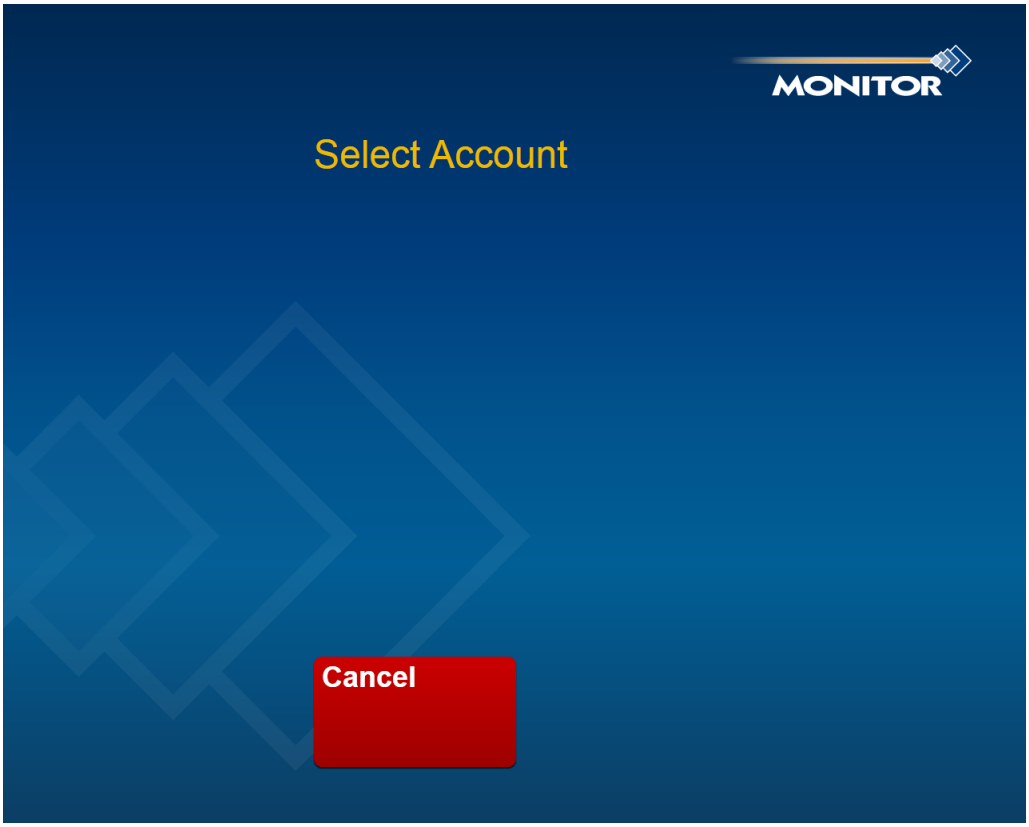
2. You will be given the option to print a receipt after donating. This may be used for tax purposes.

Processing an Eftpos Transaction

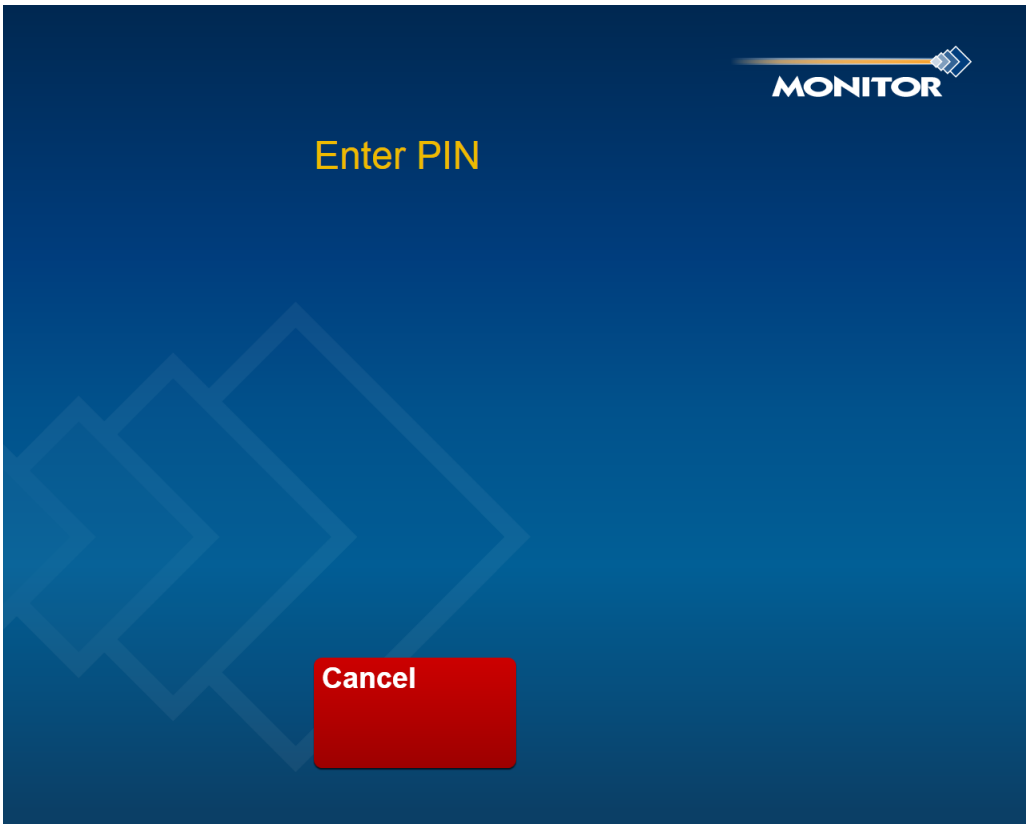
1. Express will prompt for the Eftpos Card to be swiped.



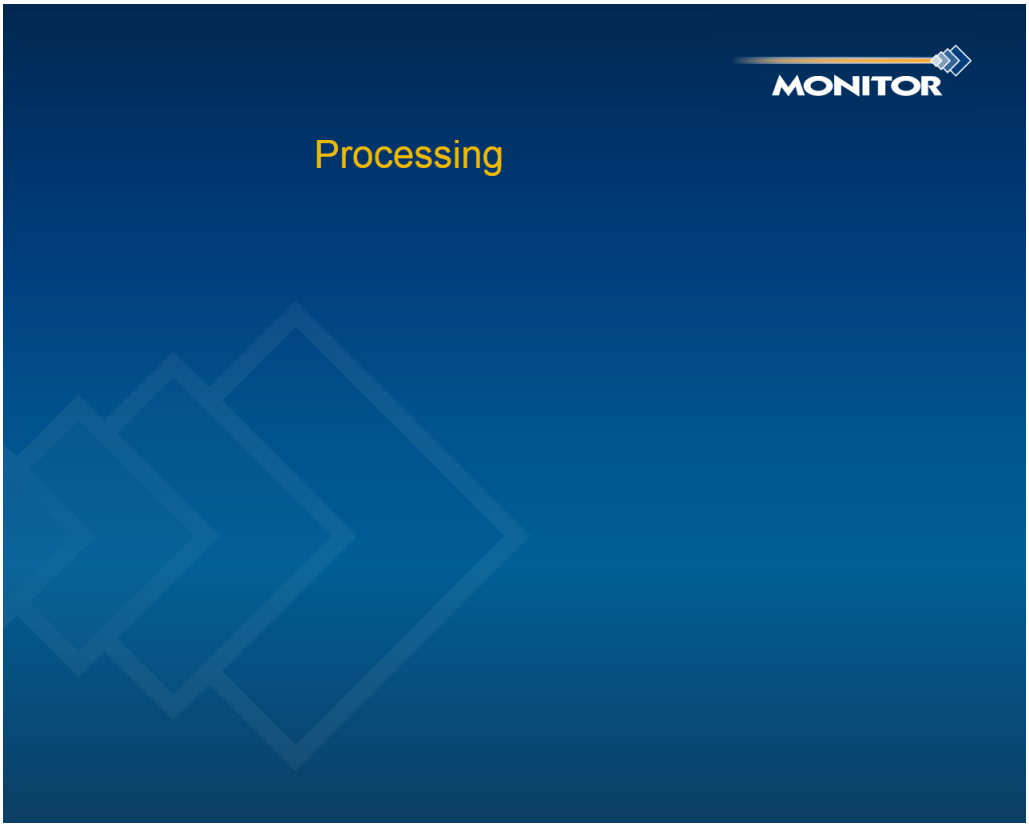
2. Once the EFTPOS hardware has processed the card swipe the following screen will appear prompting the user to select their bank account for payment.



3. Next the user will be prompted to Enter their PIN.



4. The following screen will appear as the EFTPOS transaction is processed and verified.



5. Notification of completed transaction will appear if successful.

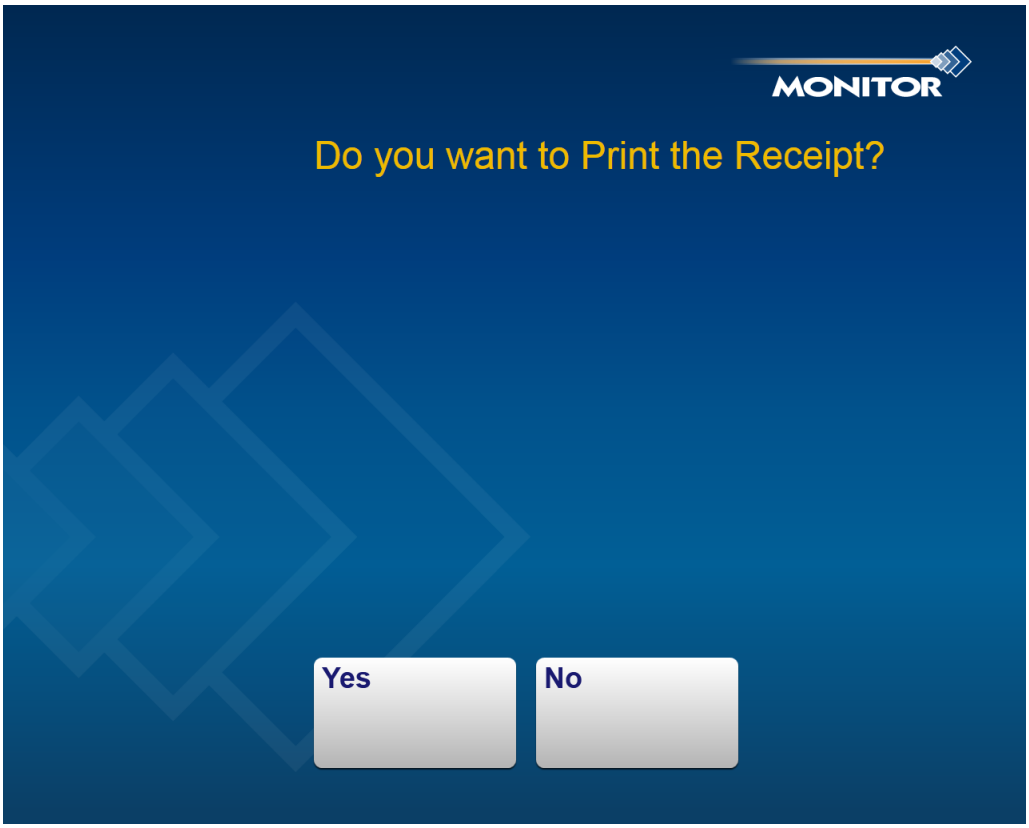
After Payment Received

After payment is successfully processed, the following optional prompt screens can be enabled through Configurations - Printing and Configurations - Prompt to Buy Another Card.

Printing a Receipt?

At the end of any Transaction, *Add Value, Buy Card, Buy Ticket,* the user will be prompted if they wish to Print a Receipt.

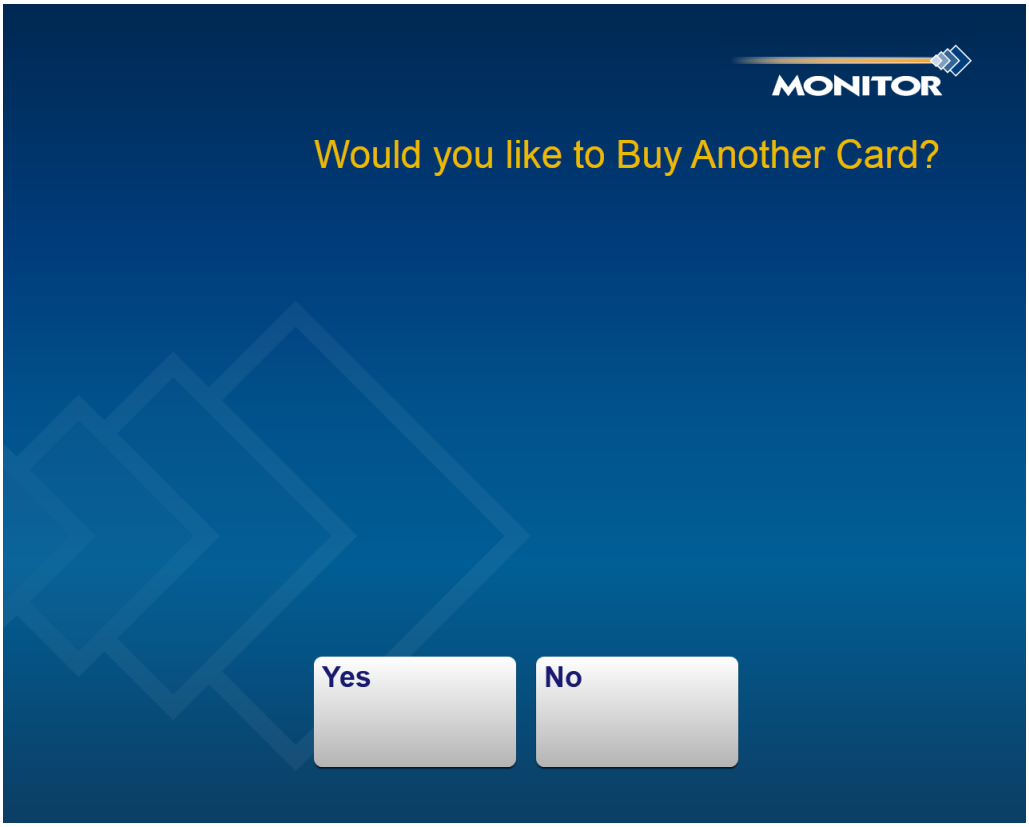
If *Yes* is selected, the receipt is printed and a message appears advises that transaction is complete and returns them to the Main page. If *No* is selected a receipt is not generated.



Buy Another Card?

At the completion of the *Buy Card* Transaction the User is prompted if they wish to purchase another.

If *Yes* is selected the application takes them back to the *Buy Card* process. If *No* is selected, a screen message notifying that their transaction is complete, then the application automatically returns to the main page.



Completed Transaction Message

When the Transaction, *Add Value, Buy Card, Buy Ticket* has been successfully completed and payment received the following notification message will appear.

Help & Support

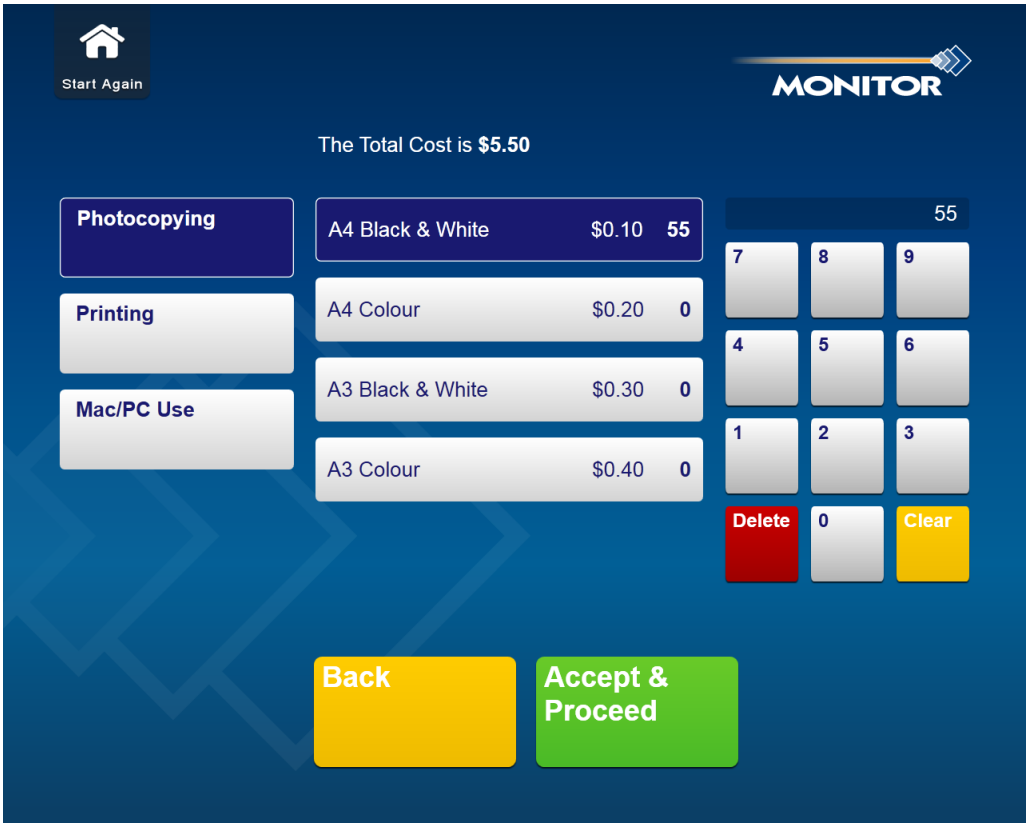
Using the On-Screen Calculator

The on-screen calculator is a support tool for the user. The icon appears at the top of the screen and is available for use at any stage through the initial transaction process.

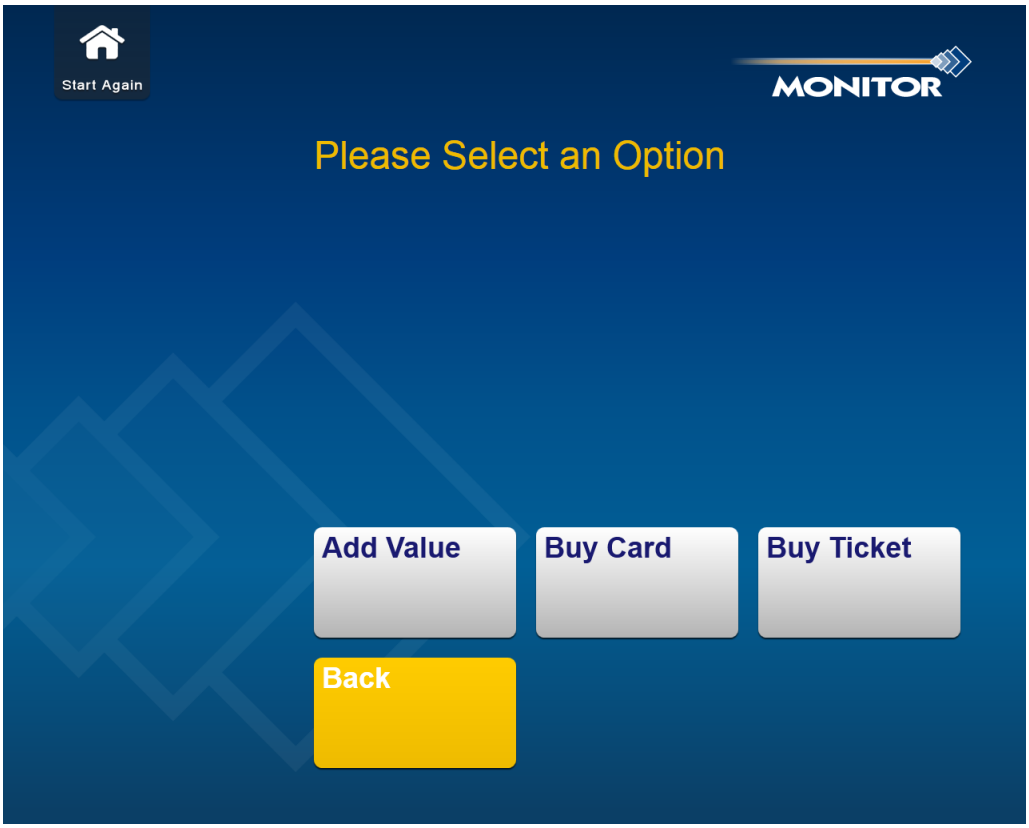
Calculator

Select a service on the left, then a specific activity (i.e. A4 Black and White). The User can then type in the number of copies they wish to do using the keypad. The cost or value of the Buy Card/ Ticket or Add Value will show at the top of the screen.

Once the User is satisfied, they can click on *Accept & Proceed* to continue, or Back to return to the previous screen.



This screen allows the user to continue on to making a transaction.



Cancelling a Session

To cancel a User session, the User can click on the *Start Again* icon on the top right hand of the screen.

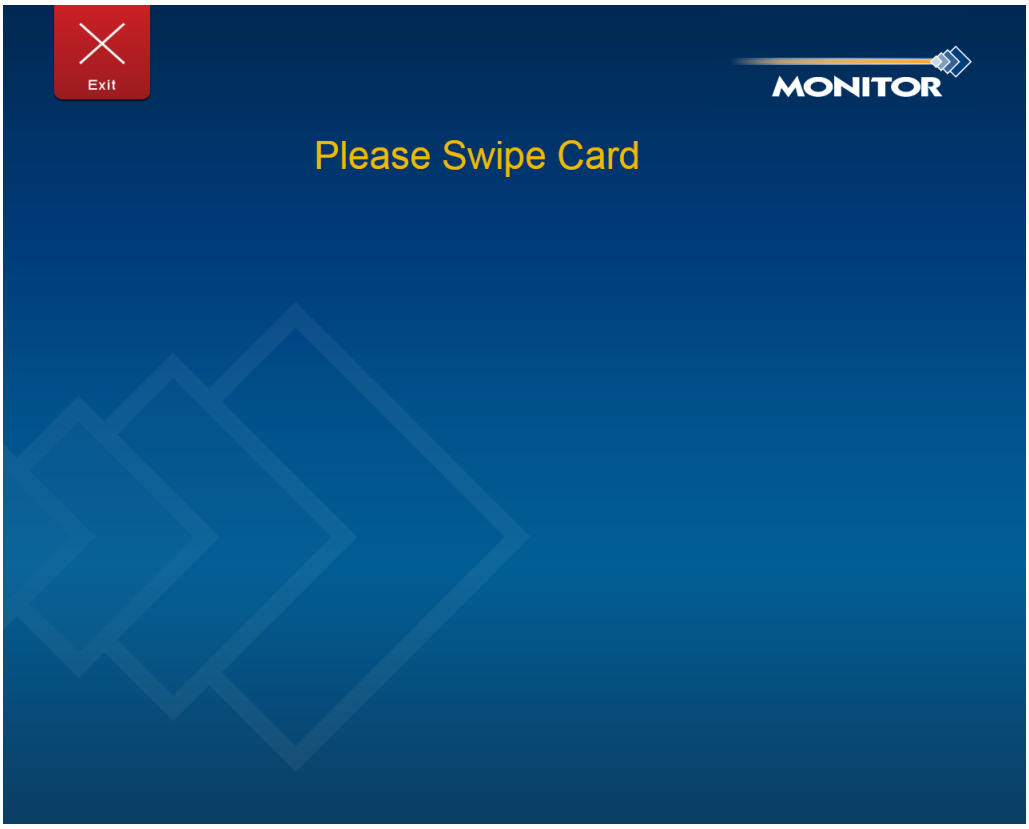
For a Technician or an Administrator to cancel a session refer to EXIT under Configuration.

Tech Access Screens

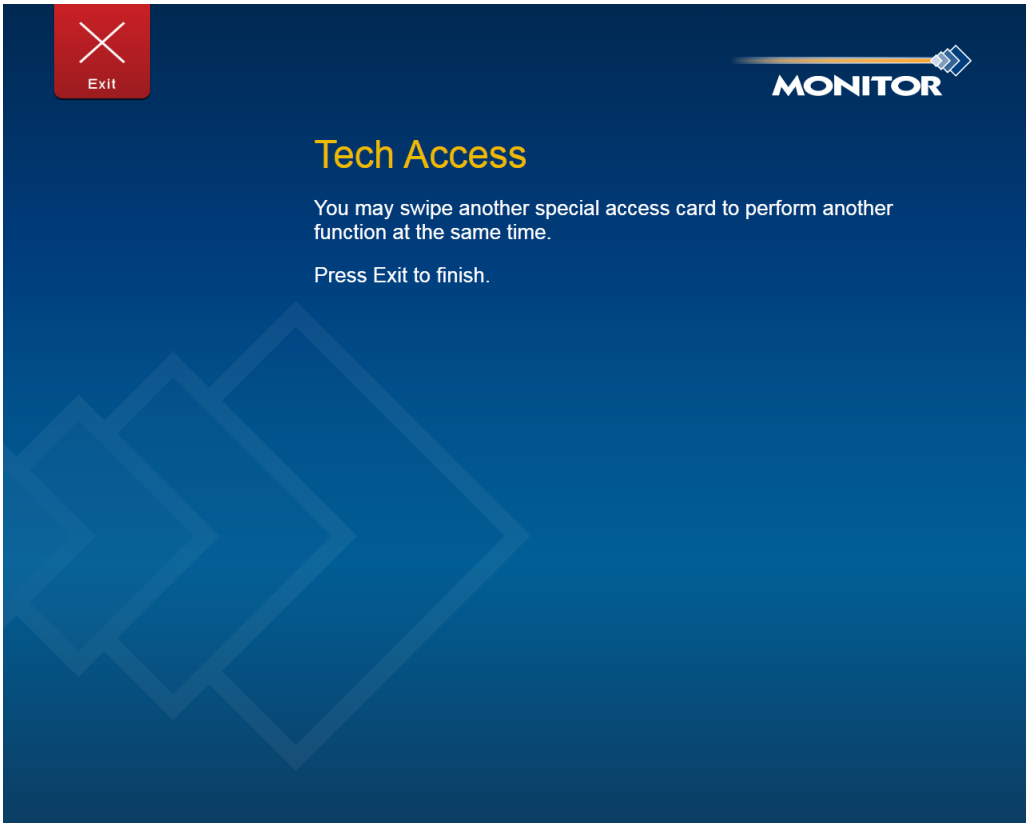
These are screens available to the administrators and technicians when conducting maintenance.

The Administrator or Technician should have 3 swipe cards available to them:

1. Tech Access Card - for general Tech Maintenance and Kiosk/ PC Support
2. Cash Access Card - This card resets the counts on the Cash held and is used when the Cash is collected from the Kiosk.
3. Card Access - This card resets the count of physical cards held and is used when restocking or removing cards.



The Administrator or Technician may swipe multiple cards at a time for greater concurrent access.


Exit
MONITOR
Tech Access
You may swipe another special access card to perform another function at the same time.
Press Exit to finish.

The keypad is for the Technician to enter the code to cancel a session. The Technician enters the Exit pin here.

Alarm Settings

Alarm ID/ Number	Alarm Description	On Screen Message (Y/N)	Email Sent (Y/N)
7	Cards Empty	No – Buy card button is disabled	Yes
6	Low Cards	No	Yes
8	Card Jam	Yes – Out of Service	Yes
55	Low Paper in printer	No	Yes
19	No Paper in printer	Yes – Out of Service	Yes
18	Receipt Printer Fault/ Jam	Yes – Out of Service	Yes
11	Unauthorised Door Open	No – Audible Alarm Only	Yes
50	Card Bin full	No – Buy card disabled	Yes
57 (Can be changed)	EFTPOS Terminal Modem Error	Yes – Out of Service	Yes
9	Note/Coin Jam	No – Cash disabled	Yes

Out of Service Error Message

This section shows the error messages that may appear when the user is making a transaction of buying a Card/ Ticket or Adding Value to a Card.

Many parts of the screen display, such as the background and the text used for the display messages, can be customised for your site. Refer to appearance for more detail on this.

Offline Message

This section shows the error messages that may appear when the user is making a transaction of buying a Card/ Ticket or Adding Value to a Card/ Ticket.

Many parts of the screen display, such as the background and the text used for the display messages, can be customised for your site. Refer to appearance for more detail on this.

MONITOR
Supervisor Transaction Failed
Funds will be added when the system is back online.

Monitor Business Machines Ltd
31a Normanby Road,
Mt Eden, Auckland 1024,
New Zealand.
Phone: +64 9 623 5000
Web: www.monitorbm.com